RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Bailey, Esme

From: Bailey, Esme
Sent: January 30, 2014 01:44 PM
To: Jarrette, Amy
Cc: Graham, Maja
Subject: RE: For Follow-up: Vancouver Sun request - Death of short-term detainee at the Vancouver airport

Hi Amy,

Before I go back to PS MR, I'd like to confirm our approach remains unchanged. We provided responses to yesterday and Tuesday. If we have nothing else to say, I am going to tell PS we have provided responses to this reporter and as we have no further comment, we will not be following up.

Thanks,
Esme

Esme Bailey
613-948-4013

From: CBSA-ASFC-Media Relations
Sent: January 30, 2014 1:38 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For Follow-up: Vancouver Sun request - Death of short-term detainee at the Vancouver airport

---

From: Picard, Josée
Sent: January-30-14 01:37:06 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: Miller, Kevin: PS / SP; Duval, Jean Paul: PS / SP
Subject: For Follow-up: Vancouver Sun request - Death of short-term detainee at the Vancouver airport

Colleagues,

We received a request from Vancouver Sun regarding the death of short-term detainee at the Vancouver airport last month. We were advised to send this request your way for response.

Can you confirm if CBSA will follow-up?

Many thanks,
Josée

Josée Picard
Media Relations | Relations avec les médias
Ministère de la sécurité publique | Department of Public Safety
T : 613-949-4288 | F : 613-954-4779
josee.picard@ps-sp.gc.ca

From: vancouversun.com]
Sent: January-30-14 12:55 PM
To: deleRue, Jean-Christophe
Subject: Vancouver Sun request

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Hi,

I'm a reporter with the Vancouver Sun covering the story of the death of Lucia Vega Jimenez in a YVR holding immigration holding cell supervised by the Canada Border Services Agency.

I would like an interview with Minister Blaney on not only the subject of Ms. Vega Jimenez's death but general questions regarding CBSA and their security policies and procedures at detention centres.

My telephone is (I am hoping to speak with him today as soon as possible.

Thank you.

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The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?
R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

****

Media: Global News,
Contact: globalnews.ca
Deadline: asap

Questions and Answers:

Q1. Can we film the holding cells area?
R1. For the privacy and security of those persons in detention, we do not permit filming in this area.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. CCTV equipment (video not audio) is utilized in this detention facility. The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

****

Media: CBC News, Vancouver
Contact: cbc.ca
Deadline: asap

Questions and Answers:

Q1. Why was Jimenez in CBSA custody? Why was she hospitalized on December 20. 2012? Did she have any underlying medical conditions? Will anyone from CBSA speak to us on-camera or over the phone for radio?
R1. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

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The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Does CBSA contract an external security company at it's detention centres? If so, whom?

R2. The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

****

Media: CBC News,
Contact: cbc.ca

Question: Point of clarification-- were the employees at the holding facility employees of the CBSA, or a private security company. If a private firm, which one?

Proposed Response:
The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

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Bailey, Esme

From: Bailey, Esme
Sent: January 29, 2014 02:32 PM
To: Jarrette, Amy
Cc: Giolti, Patrizia; Graham, Maja
Subject: Media Lines - BCIHC

Hi Amy,

Our additional lines have been reviewed and approved by Susan Kramer (Director, Case Management) and Stephen Bolton (Director, Enforcement and Intelligence Division – responsible for detentions program).

Thanks,
Esme

Media lines

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

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The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Bailey, Esme

From: Bailey, Esme
Sent: January 29, 2014 02:29 PM
To: Bolton, Stephen
Subject: RE: For review: Media lines detention

Thanks!

Esme Bailey
613-948-4013

From: Bolton, Stephen
Sent: January 29, 2014 2:28 PM
To: Bailey, Esme
Cc: Young, Melissa; Rocheleau, Lisa; Graham, Maja; Jarrette, Amy
Subject: Re: For review: Media lines detention

Good with them

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bailey, Esme
Sent: Wednesday, January 29, 2014 02:20 PM
To: Bolton, Stephen
Cc: Young, Melissa; Rocheleau, Lisa; Graham, Maja; Jarrette, Amy
Subject: RE: For review: Media lines detention

Hello Stephen,

Please advise if any concerns with our highlighted messaging. Our Pacific Region has pending calls on the topic.

Thanks,
Esme

Esme Bailey
613-948-4013

From: Bailey, Esme
Sent: January 29, 2014 11:19 AM
To: Bolton, Stephen
Cc: Young, Melissa; Rocheleau, Lisa; Graham, Maja; Jarrette, Amy
Subject: For review: Media lines detention

Hi Stephen,

Would your review and advise if you have any concerns with the lines we've added to our existing media lines (highlighted in yellow)? The lines have been reviewed by Susan Kramer and she wanted us to have programs review too as it touches on policy. We had several media calls yesterday and expect we may get more today.

Thanks,
Esme

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Media lines

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The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

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The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Esme Bailey
Senior Media Spokesperson | Porte-parole principale
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa ON
esme.bailey@cbsa-asfc.gc.ca
Telephone | Téléphone 613-948-4013 / Facsimile | Télécopieur 613-952-1797 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Bailey, Esme

From: Bailey, Esme
Sent: January 29, 2014 10:20 AM
To: Kramer, Susan
Cc: Graham, Maja; Jarrette, Amy
Subject: For review: Media lines detention

Hi Susan,

Would your review and advise if you have any concerns with the lines we've added to our existing media lines? Should these also be reviewed by programs?

Thanks,
Esme

Media lines

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

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Esme Bailey
Senior Media Spokesperson | Porte-parole principale
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa ON
esme.bailey@cbsa-asfc.gc.ca
Telephone | Téléphone 613-948-4013 / Facsimile | Télécopieur 613-952-1797 / Teletypewriter | Téléimprimeur 1-

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Bailey, Esme

From: Bailey, Esme
Sent: January 29, 2014 09:50 AM
To: Jarrette, Amy
Cc: Graham, Maja
Subject: Updated messaging detention

Hi Amy,

Here is some messaging about the charter. If okay, I will share with Susan for review.

Thanks,
Esme

Media lines

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Esme Bailey
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Bailey, Esme

From: Bailey, Esme
Sent: January 28, 2014 01:55 PM
To: Graham, Maja
Cc: Nadon, Luc - CBSA
Subject: FW: RCMP investigation in THE CLIENT concluded

FYI.

Esme Bailey
613-948-4013

From: MacKillop, Ken
Sent: January 28, 2014 1:50 PM
To: Jarrette, Amy; Stokes, Mark; Bolton, Bernée
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Bailey, Esme
Subject: Re: RCMP investigation in THE CLIENT concluded

The on camera is for Ottawa not regional at this stage.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 01:48 PM
To: Stokes, Mark; Bolton, Bernée; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Bailey, Esme
Subject: Re: RCMP investigation in THE CLIENT concluded

Was this on camera? We just got a request from MO to provide an on-camera spokes - using high level lines as per qpn. We are looking into this.
Amy Jarrette

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Stokes, Mark
Sent: Tuesday, January 28, 2014 01:44 PM
To: Bolton, Bernée; Jarrette, Amy; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha
Subject: RE: RCMP investigation in THE CLIENT concluded

Works for me.

From: Bolton, Bernée
Sent: January 28, 2014 1:39 PM
To: Stokes, Mark; Jarrette, Amy; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha
Subject: RCMP investigation in THE CLIENT concluded

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Richmond RCMP Public Relations just confirmed that they have spoken to Global TV and CBC this morning.

Their lines are summarized as:

The Richmond RCMP were initially called in to investigate this matter and since then it has been" found to be not criminal in nature. The police file is now closed. I would refer you to the BC Coroner's Office."

I recommend our line now be

the CBSA will not comment further other than to confirm the agency continues to cooperate with the BC Coroner's Office.

Please advise! And we will continue to monitor media.
bb

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Bailey, Esme

From: Bailey, Esme
Sent: January 28, 2014 02:12 PM
To: Karaiskos, Panayiota
Subject: FW: Media Coverage

Esme Bailey
613-948-4013

From: Giolti, Patrizia
Sent: January 28, 2014 1:46 PM
To: Stokes, Mark
Cc: Bailey, Esme
Subject: FW: Media Coverage

From: Bolton, Bernée
Sent: January 28, 2014 1:42 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Gray, Yvette-Monique; Clarke, Laura; Morris, George; Jarrette, Amy; Giolti, Patrizia
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage

Here is the full coverage so far. Richmond RCMP Public Affairs just confirmed they spoke to Global TV and CBC this morning with an update on their investigation.

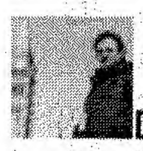
WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.
Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28.
She said the incident is considered an in-custody death, so it will be investigated thoroughly.
She would not speculate on what might have caused the death.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

Twitter Roll-up:

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1.  **David P Ball** @davidpball 20 mins

.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #**CBSA** custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

2.  **Irwin Oostindie** @Dutchphoto 54 mins

RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #**CBSA** deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …

3.  **Irwin Oostindie** @Dutchphoto 3 hrs

RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #**CBSA** 100.5FM w2media.ca

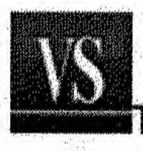
4.  **Scott Neigh** @canadianlefty 3 hrs

Migrant woman dies while incarcerated by Canadian border officials: http://bit.ly/1mRQ3gy #shame #migration #**cbsa**

5.  **Tatiana Gomez** @GomezLawAvocate 5 hrs

Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #**cbsa**

6.

1.  **The Vancouver Sun** @VancouverSun 15 hrs

B.C. Coroners Service investigating death of woman, 42, after arrest by #**CBSA** at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Retweeted 6 times

7:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

1.  **Media Mornings** @W2Media 14 hrs

TUES 7am 100.5FM @RadioLabour, #tarsands @Khelsilem, #Sochi 2014 #Olympics #LGBT, #Chechnya, #**CBSA** & deaths in custody #cdnpoli #immigration

1.  **David P Ball** @davidpball 16 hrs

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Mexican woman dies in #**CBSA** custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

2.  **David P Ball** @davidpball 16 hrs

Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #**CBSA** #immigration #cdnpoli

1. **CTV British Columbia** @CTVBC 3h

#BC Coroners Service probes death of woman who was held at #**YVR**. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

View photo Hide photo

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Bailey, Esme

From: Bailey, Esme
Sent: January 28, 2014 03:13 PM
To: Graham, Maja (Maja.Graham@cbsa-asfc.gc.ca)
Cc: Jarrette, Amy; MacKillop, Ken
Subject: FW: Mexican national dead in CBSA custody

Please see query from Global National. It was missed by PS and they did not forward to CBSA sooner.

Esme Bailey
613-948-4013

From: Picard, Josée [mailto:Josee.Picard@ps-sp.gc.ca]
Sent: January 28, 2014 3:11 PM
To: Bailey, Esme
Cc: Duval, Jean Paul: PS / SP; Miller, Kevin: PS / SP
Subject: FW: Mexican national dead in CBSA custody

Hi Esme,
So sorry, it must have slipped through the cracks. Please see request below.
Thanks,
Josée

From: globalnews.ca]
Sent: January-28-14 1:28 PM
To: Pavlich.Alexis; deleRue, Jean-Christophe
Subject: Mexican national dead in CBSA custody

Hey Alexis and Jean-Christophe,

I'm not sure which one of you this would fall under, but the BC Coroners Service has confirmed the death of a Mexican national who was being held by CBSA on Dec. 28. Her name is Lucia Vega Jimenez.

Are either Ministers, or in their absence press secretaries, available to discuss this today before 4 p.m. ET?

Please advise.

Global National

(c)
globalnews.ca

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Bailey, Esme

From: Bailey, Esme
Sent: January 28, 2014 01:00 PM
To: Lesage, Sonia: CIC / CIC
Cc: PAC, CBSA-Communications; Graham, Maja
Subject: RE: media call - woman who died in custody at the airport in Vancouver

Please refer her to Pacific Region:

604-818-9701
PAC_CBSA-Communications@cbsa-asfc.gc.ca

Esme Bailey
613-948-4013

From: CBSA-ASFC-Media Relations
Sent: January 28, 2014 12:59 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: media call - woman who died in custody at the airport in Vancouver

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From: Lesage.Sonia
Sent: January-28-14 12:57:55 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Subject: media call - woman who died in custody at the airport in Vancouver

Hi there,

CBC Vancouver just called to know more about the woman who died in custody at the airport in Vancouver. We will refer her to you guys. Heads up that this is going your way

Cheers
Sonia

Sonia Lesage
Western Region - Communications | Région de l'Ouest - Communications
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
300 - 800 Burrard Street Vancouver BC V6Z 0B6 | 300 - 800, rue Burrard Vancouver C.-B. V6Z 0B6
Sonia.Lesage@cic.gc.ca
Government of Canada | Gouvernement du Canada

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 09:38 PM
To: MacKillop, Ken; Bolton, Bernée
Cc: Jarrette, Amy; Carnadin, Amitha (Amitha.Carnadin@cbsa-asfc.gc.ca)
Subject: RE: 24h Vancouver: Mexican woman dies in Canada Border Services custody

Yes, he did. Response was provided to 24 Hours and other outlets by Pacific.

From: MacKillop, Ken
Sent: January 27, 2014 9:32 PM
To: Bolton, Bernée; Bailey, Esme
Cc: Jarrette, Amy
Subject: Fw: 24h Vancouver: Mexican woman dies in Canada Border Services custody

Did this reporter contact us?

Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: PSPMediaCentre/CentredesmediasPSP [mailto:PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca]
Sent: Monday, January 27, 2014 09:21 PM
To: Today's News / Actualités <TodaysNews@ps-sp.gc.ca>
Subject: 24h Vancouver: Mexican woman dies in Canada Border Services custody

Mexican woman dies in Canada Border Services custody
January 27, 2014, 18:09 PT
24h Vancouver, By: David P. Ball

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Lucia Vega Jimenez, 42, died in Vancouver's Mount St. Joseph's Hospital. The cause of her death hasn't been revealed because it is an "open case under active investigation," Coroner spokeswoman Barb McLintock told 24 hours.

"She had been taken to hospital in the early morning hours of Dec. 20, 2013, from the Canada Border Services Agency holding cells at Vancouver International Airport."

Although it's unknown why she was being held by CBSA, Jimenez was transferred to agency's cells the day previous from a provincial correctional facility.

24 hours learned of her death last week from Mexican journalist Karla Lottini who herself had fled threats at home to come to B.C.

The 40-year-old Surrey resident was nearly deported two years ago until protests from migrant activists were staged and the government reversed its decision.

"I want to know her story, what reason she came here, why she got sent to the detention centre, and how she lost her life," Lottini said. "I can imagine the despair in that situation.

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"Last year they deported another Mexican woman and she was killed very soon after they deported her. A lot of people are coming here to save their lives."

Lottini called the circumstances around Jimenez's death suspicious and called for more information and better monitoring of immigrant detentions.

The CBSA couldn't be reached by press time.

Link

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:55 PM
To: MacKillop, Ken; Hill, PeterD(CBSA); Soper, Lesley L; Jarrette, Amy
Subject: RE: News 1130: Woman dies while in custody of Canada Border Services Agency

Response has been amended.

From: MacKillop, Ken
Sent: January 27, 2014 8:53 PM
To: Hill, PeterD(CBSA); Soper, Lesley L; Jarrette, Amy; Bailey, Esme
Subject: Re: News 1130: Woman dies while in custody of Canada Border Services Agency

Esme, pls see minor amend to last line. Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Hill, PeterD(CBSA)
Sent: Monday, January 27, 2014 08:51 PM
To: MacKillop, Ken; Soper, Lesley L; Jarrette, Amy
Subject: Re: News 1130: Woman dies while in custody of Canada Border Services Agency

Ok - given investigation, I understand the need to say the minimum.

I would say "As a result, the CBSA is not in a position to release further information while the investigation is ongoing."

Makes it clearer that we have no discretion.

Peter

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Monday, January 27, 2014 08:46 PM Eastern Standard Time
To: Hill, PeterD(CBSA); Soper, Lesley L; Jarrette, Amy
Subject: Re: News 1130: Woman dies while in custody of Canada Border Services Agency

Peter, we have three calls on this in BC tonight. Response as follows:

RESPONSE:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

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The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.
The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an ongoing investigation.

As such, the CBSA is not releasing further information at this time.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Hill, PeterD(CBSA)
Sent: Monday, January 27, 2014 08:44 PM
To: Soper, Lesley L
Cc: MacKillop, Ken
Subject: Fw: News 1130: Woman dies while in custody of Canada Border Services Agency

Lesley -

Believe we have draft lines prepared.
See story,
Plse action in collab with Comms.

Thx,
Peter

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: PSPMediaCentre/CentredesmediasPSP [mailto:PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca]
Sent: Monday, January 27, 2014 08:38 PM Eastern Standard Time
To: Today's News / Actualités <TodaysNews@ps-sp.gc.ca>
Subject: News 1130: Woman dies while in custody of Canada Border Services Agency

Woman dies while in custody of Canada Border Services Agency
January 27, 2014, 17:27 PT
News 1130

RICHMOND (NEWS1130) – A woman has died after being taken into custody by the Canada Border Services Agency at Vancouver International Airport.

Barb McClintock with the BC Coroner's service tells News1130 it happened last month after the woman was being kept in a holding cell. "We can say that this woman was 42, she was being held in the holding cells at Vancouver International Airport. Something went wrong, she went into medical distress in the early morning hours of the 20th of December last year."

McLintock says the woman died a week later in the hospital in Vancouver.

We have calls in to the Canada Border Services Agency for comment.

The BC Coroner's Service says it's conducting a thorough review.

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:55 PM
To: Carnadin, Amitha
Cc: CBSA-ASFC-Media Relations; PAC, CBSA-Communications
Subject: MO approved: Media calls death in CBSA custoday

Hello. Please let us know when all calls completed.

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.
The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an ongoing investigation.

As a result, the CBSA is not in a position to release further information while the investigation is ongoing.

For 1130, who were previously provided this response, we will advise there is no further update and the CBSA is not in a position to release further information while the investigation is ongoing.

From: PSPMediaCentre/CentredesmediasPSP [mailto:PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca]
Sent: January 27, 2014 8:39 PM
To: Today's News / Actualités
Subject: News 1130: Woman dies while in custody of Canada Border Services Agency

Woman dies while in custody of Canada Border Services Agency
January 27, 2014, 17:27 PT
News 1130

RICHMOND (NEWS1130) – A woman has died after being taken into custody by the Canada Border Services Agency at Vancouver International Airport.

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Link

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:48 PM
To: Jean-Christophe.DeLeRue@ps-sp.gc.ca
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert (frederik.boisvert@ps-sp.gc.ca); Issues.Enjeux@ps-sp.gc.ca; Jason Tamming (Jason.Tamming@ps-sp.gc.ca); Johnson, Mark; MacKillop, Ken
Subject: For urgent approval: Media calls death in CBSA custoday

Hello Jean-Christophe. For urgent approval. As a result of 1130 story, we have calls from CBC, CTV, 24 Hours and the Province. 1130 is also seeking update. We will be responding with previously used messaging:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.
The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an ongoing investigation.

As such, the CBSA is not releasing further information at this time.

For 1130, who were previously provided this response, we will advise there is no further update and the CBSA is not releasing further information at this time.

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Sent: January 27, 2014 8:39 PM
To: Today's News / Actualités
Subject: News 1130: Woman dies while in custody of Canada Border Services Agency

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McLintock says the woman died a week later in the hospital in Vancouver.

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Link

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:42 PM
To: MacKillop, Ken
Cc: Jarrette, Amy; Stokes, Mark
Subject: FW: News 1130: Woman dies while in custody of Canada Border Services Agency

Just sent out.

From: PSPMediaCentre/CentredesmediasPSP [mailto:PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca]
Sent: January 27, 2014 8:39 PM
To: Today's News / Actualités
Subject: News 1130: Woman dies while in custody of Canada Border Services Agency

Woman dies while in custody of Canada Border Services Agency
January 27, 2014, 17:27 PT
News 1130

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:38 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Stokes, Mark
Subject: RE: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Yes. We have several calls CBC, CTV, Province, 24 Hours. 1130 seeking update. Pacific is also asking about statement.

From: MacKillop, Ken
Sent: January 27, 2014 8:37 PM
To: Bailey, Esme; Jarrette, Amy
Cc: Stokes, Mark
Subject: Re: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Did news 1130 finally run their story?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bailey, Esme
Sent: Monday, January 27, 2014 08:30 PM
To: Jarrette, Amy
Cc: Stokes, Mark; MacKillop, Ken
Subject: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Amy,

For approval. Queries about suicide in custody. Please advise id we can stick to approved messaging. For 1130 we provided messaging below and will just tell them we have no update and will not be releasing further information.

Thanks,

Esme

Media: CBC; CTV
Questions: Seeking CBSA response/statement on this case

RESPONSE:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.
The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an going investigation.

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As such, the CBSA is not releasing further information at this time.

From: Bolton, Bernée
Sent: January 27, 2014 5:15 PM
To: Giolti, Patrizia; Jarrette, Amy; Stokes, Mark; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Dyck, John
Subject: HEADS UP Media Inquiry to BC Coroner's
Importance: High

Hello,
BC Coroner will be responding to News1130 and to a freelance reporter with high level lines. They will share their lines, may I share ours or can you?

gov.bc.ca

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

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Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:31 PM
To: Carnadin, Amitha
Cc: PAC, CBSA-Communications
Subject: FW: Comment re: death in CBSA custody for 24 Hours Vancouver (deadline: immediate)

Another one.

From: **On Behalf Of**
Sent: January 27, 2014 8:30 PM
To: Ivancic, Maria; Bailey, Esme; CBSA-ASFC_QUESTIONS
Subject: Comment re: death in CBSA custody for 24 Hours Vancouver (deadline: immediate)

I'm a reporter with 24 Hours Vancouver.

Can you please comment on the BC Coroners confirmation that a Mexican woman, Lucia Vega Jimenez, died in hospital in CBSA custody on Dec. 28?

We are about to go to press, and I may likely have missed you today, but I would appreciate a comment regardless.

Thank you , sorry for the last -minute.

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:30 PM
To: Jarrette, Amy
Cc: Stokes, Mark; MacKillop, Ken
Subject: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Importance: High

Amy,

For approval. Queries about suicide in custody. Please advise id we can stick to approved messaging. For 1130 we provided messaging below and will just tell them we have no update and will not be releasing further information.

Thanks,

Esme

Media: CBC; CTV
Questions: Seeking CBSA response/statement on this case

RESPONSE:

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Sent: January 27, 2014 5:15 PM
To: Giolti, Patrizia; Jarrette, Amy; Stokes, Mark; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Dyck, John
Subject: HEADS UP Media Inquiry to BC Coroner's
Importance: High

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gov.bc.ca

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Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Bailey, Esme

From: Bailey, Esme
Sent: January 27, 2014 08:22 PM
To: Carnadin, Amitha
Cc: Jarrette, Amy
Subject: RE: Media Inquiry to BC Coroner's - News 1130

The full response or no update? Please advise. We still need to run it by MO.

From: Carnadin, Amitha
Sent: January 27, 2014 8:21 PM
To: Bailey, Esme
Cc: Jarrette, Amy
Subject: RE: Media Inquiry to BC Coroner's - News 11ns30

Ok, we can do that.

FYI - just got a call from CBC about the case and we'd like to provide the same response if ok?

From: Bailey, Esme
Sent: January 27, 2014 5:19 PM
To: Carnadin, Amitha
Cc: Jarrette, Amy
Subject: RE: Media Inquiry to BC Coroner's - News 1130

If we've provided response to this outlet, can't we just state the CBSA has no update and is not releasing further info at this time. Is there a reason you want to repeat messaging?

From: Carnadin, Amitha
Sent: January 27, 2014 8:11 PM
To: Bailey, Esme
Cc: CBSA-ASFC-Media Relations; PAC, CBSA-Communications; MacKillop, Ken
Subject: Media Inquiry to BC Coroner's - News 1130
Importance: High

Hi Esme

Please note that News 1130 has come back again asking for CBSA statement/messaging about this case. CBSA already provided the approved response below but as News 1130 have come back, we'd like to re-send the messaging.

Any concerns with this approach?

Thanks,
Amitha
604-666-3434

Media: News 1130
Contact: @news1130.rogers.com
Questions: Does CBSA know about this case? What are you doing to investigate? Was CBSA involved in the death? Do you have a statement to provide

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Bailey, Esme

From: Bailey, Esme
Sent: January 29, 2014 05:02 PM
To: Giolti, Patrizia; Graham, Maja
Subject: RE: For Urgent Approval: Media Queries YVR Case

Give me a shout and I can explain.

Esme Bailey
613-948-4013

From: Giolti, Patrizia
Sent: January 29, 2014 5:01 PM
To: Bailey, Esme; Graham, Maja
Subject: RE: For Urgent Approval: Media Queries YVR Case

Did the hosp maybe ask them to fill form?

From: CBSA-ASFC-Media Relations
Sent: January 29, 2014 5:00 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For Urgent Approval: Media Queries YVR Case
Importance: High

From: Carnadin, Amitha
Sent: January-29-14 05:00:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications; Boldt, Perry; Dyck, John
Subject: For Urgent Approval: Media Queries YVR Case

Hello,

Seeking urgent approval on the proposed responses below. We have several media queries on the YVR Case. Specifically would like to draw your attention to the portions on the confidentiality form and the use of video at detention facilities (and the portions on private security firms). The RDG has approved and recommended we use this language.

Thanks,
Amitha
604-666-3434

Reactive Media Queries (5)

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

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Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?
R1. The family did not sign, and was never asked to sign any, type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?
The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

****

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: asap

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?
R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?
R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

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RESPONSE:

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As such, the CBSA is not releasing further information at this time.

From: Bolton, Bernée
Sent: January 27, 2014 5:15 PM
To: Giolti, Patrizia; Jarrette, Amy; Stokes, Mark; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Dyck, John
Subject: HEADS UP Media Inquiry to BC Coroner's
Importance: High

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Pacific Region, Canada Border Services Agency
T 604 666 6050

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 28, 2014 01:46 PM
To: Stokes, Mark
Cc: Bailey, Esme
Subject: FW: Media Coverage

From: Bolton, Bernée
Sent: January 28, 2014 1:42 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Gray, Yvette-Monique; Clarke, Laura; Morris, George; Jarrette, Amy; Giolti, Patrizia
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage

Here is the full coverage so far. Richmond RCMP Public Affairs just confirmed they spoke to Global TV and CBC this morning with an update on their investigation.

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.
Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28.
She said the incident is considered an in-custody death, so it will be investigated thoroughly.
She would not speculate on what might have caused the death.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

Twitter Roll-up:

1.  **David P Ball** @davidpball 20 mins

.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

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2.  **Irwin Oostindie** @Dutchphoto 54 mins

RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #**CBSA** deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …

3.  **Irwin Oostindie** @Dutchphoto 3 hrs

RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #**CBSA** 100.5FM w2media.ca

4.  **Scott Neigh** @canadianlefty 3 hrs

Migrant woman dies while incarcerated by Canadian border officials: http://bit.ly/1mRQ3gy #shame #migration #**cbsa**

5.  **Tatiana Gomez** @GomezLawAvocate 5 hrs

Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #**cbsa**

6.

1.  **The Vancouver Sun** @VancouverSun 15 hrs

B.C. Coroners Service investigating death of woman, 42, after arrest by #**CBSA** at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Retweeted 6 times

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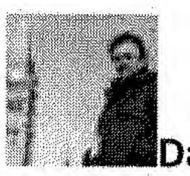
1.  **Media Mornings** @W2Media 14 hrs

TUES 7am 100.5FM @RadioLabour, #tarsands @Khelsilem, #Sochi 2014 #Olympics #LGBT, #Chechnya, #**CBSA** & deaths in custody #cdnpoli #immigration

1.  **David P Ball** @davidpball 16 hrs

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Mexican woman dies in #**CBSA** custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

2.  **David P Ball** @davidpball 16 hrs

Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #**CBSA** #immigration #cdnpoli

1. **CTV British Columbia** @CTVBC 3h

#BC Coroners Service probes death of woman who was held at #**YVR**. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

View photo Hide photo

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 06:39 PM
To: Bailey, Esme
Subject: Fw: Media calls

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: MacKillop, Ken
Sent: Friday, January 31, 2014 06:37 PM
To: 'MEDIARE@fin.gc.ca' <MEDIARE@fin.gc.ca>
Cc: MacVicar, Roslyn; Bolduc, Martin; Weber, Caroline; Bolton, Bernée; Giolti, Patrizia
Subject: Fw: Media calls

Pls see revised statement for issuance to all media who have today asked for comment.

MR, pls amend reference to RC as discussed and send to PCO.

Thanks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: Friday, January 31, 2014 06:25 PM
To: MacKillop, Ken
Subject: Re: Media calls

Revised statement that can be sent only to outlets looking for comment. Please send to PCO:

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre

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Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will be able to release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

Jean-Christophe de Le Rue

----- Original Message -----
From: MacKillop, Ken [mailto:Ken.MacKillop@cbsa-asfc.gc.ca]
Sent: Friday, January 31, 2014 06:07 PM
To: deleRue, Jean-Christophe
Subject: Media calls

J-C, there are calls from Torstar, AFP Montreal, Postmedia, and Vancouver Sun - are you sure you don't want us to just issue the statement?

Tks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Canada Border Services Agency | Agence des services frontaliers du Canada

Border Services | Services frontaliers

News Release

For Immediate Release

Statement on death of short-term detainee at B.C. Immigration Holding Centre

January 28, 2014 Ottawa, Ontario Canada Border Services Agency

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Contact

CBSA Media Relations
Vancouver, B.C.
604-818-9701

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Communiqué

Pour diffusion immédiate

Le 28 janvier 2014 Ottawa (Ontario) L'Agence des services frontaliers du Canada

Déclaration sur le décès d'une personne détenue à court terme dans un centre de surveillance de l'immigration en Colombie-Britannique

Le 20 décembre 2013, des premiers intervenants se sont rendus au Centre de surveillance de l'immigration de la Colombie-Britannique, situé à l'aéroport de Vancouver, et une des personnes qui s'y trouvait à court terme a été envoyée à l'hôpital.

Les proches de la personne ont été avisés de son état. Malheureusement, la personne est décédée le 28 décembre 2013.

Nous considérons la santé et la sécurité des personnes à notre charge comme primordiale. Nous prenons notre responsabilité très sérieusement et il est important d'établir les circonstances entourant la perte de vie humaine.

Le détachement de la Gendarmerie royale du Canada à Richmond avait été appelé à faire enquête sur ce dossier. Depuis, il a été établi qu'il ne s'agit pas d'un acte criminel. L'ASFC continue de collaborer avec le Bureau du coroner de la Colombie-Britannique, qui poursuit son enquête.

L'ASFC ne peut divulguer aucun autre renseignement pendant l'enquête du Bureau du coroner de la Colombie-Britannique.

Contacts

Services des relations avec les médias de l'ASFC
Vancouver (Colombie-Britannique)
604-818-9701

Suivez-nous sur Twitter (@Frontierecan), joignez-vous à nous sur Facebook ou visitez notre chaîne YouTube.

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 03:36 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; 'Public Safety'; Tamming, Jason
Subject: RE: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

Hello Jean-Christophe. Please find the French version of the statement below. Thank you, Maja

Communiqué
Pour diffusion immédiate

Le 28 janvier 2014 Ottawa (Ontario) L'Agence des services frontaliers du Canada

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Contacts

Agence des services frontaliers du Canada
Ligne des médias
613-957-6500

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Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Graham, Maja
Sent: January 28, 2014 3:21 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public

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Safety; Tamming, Jason
Subject: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

Good afternoon Jean-Christophe. In lieu of an on camera response, we are proposing to post a statement on our website as soon as possible today, and tweeted. Pacific has a number of media enquiries on the issue and it would be useful to have an official statement to point to. Seeking your approval as soon as possible. The statement is currently with our Revision Team for translation. I will share the French version when ready. Thank you, Maja

News Release
For Immediate Release

Statement on death of short-term detainee at B.C. Immigration Holding Centre

January 28, 2014 Ottawa, Ontario Canada Border Services Agency

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The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Contact

Canada Border Services Agency
Media Line
613-957-6500

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Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 03:23 PM
To: Jarrette, Amy; MacKillop, Ken; Stokes, Mark
Cc: Bailey, Esme
Subject: Global National questions re: BCIHC

(Global National) shared her questions below. Should we be answering with our statement?

Please explain what happened to Lucia Jimenez in CBSA custody?
We understand she committed suicide. Is this true?
We understand she was actually in the custody of a third party contractor called Genesis. Is this the case?
Why wasn't she found for an hour after she committed suicide when the CBSA requires detainees to be checked every 15 minutes?
Why wasn't Genesis following CBSA standards?
What are you doing to respond to this situation?

Again, we need these questions answered by **4 pm**.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bailey, Esme
Sent: January 28, 2014 3:13 PM
To: Graham, Maja
Cc: Jarrette, Amy; MacKillop, Ken
Subject: FW: Mexican national dead in CBSA custody

Please see query from Global National. It was missed by PS and they did not forward to CBSA sooner.

Esme Bailey
613-948-4013

From: Picard, Josée [mailto:Josee.Picard@ps-sp.gc.ca]
Sent: January 28, 2014 3:11 PM
To: Bailey, Esme
Cc: Duval, Jean Paul: PS / SP; Miller, Kevin: PS / SP
Subject: FW: Mexican national dead in CBSA custody

Hi Esme,
So sorry, it must have slipped through the cracks. Please see request below.
Thanks,
Josée

From: @globalnews.ca]
Sent: January-28-14 1:28 PM
To: Pavlich.Alexis; deleRue, Jean-Christophe
Subject: Mexican national dead in CBSA custody

Hey Alexis and Jean-Christophe,

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I'm not sure which one of you this would fall under, but the BC Coroners Service has confirmed the death of a Mexican national who was being held by CBSA on Dec. 28. Her name is Lucia Vega Jimenez.

Are either Ministers, or in their absence press secretaries, available to discuss this today before 4 p.m. ET?

Please advise.

Rebecca

Global National

@globalnews.ca

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 03:21 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public Safety; Tamming, Jason
Subject: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

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Contact

Canada Border Services Agency
Media Line
613-957-6500

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Maja Graham
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Media Relations | Relations avec les médias
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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:08 PM
To: Giolti, Patrizia; Bailey, Esme
Subject: RE: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

I will change it to Pacific should it go out.

From: Giolti, Patrizia
Sent: January 28, 2014 3:52 PM
To: Graham, Maja; Bailey, Esme
Subject: RE: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

Why national number and not regional?

From: CBSA-ASFC-Media Relations
Sent: January 28, 2014 3:36 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Jarrette, Amy
Subject: FW: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

---

From: Graham, Maja
Sent: January-28-14 03:36:15 PM (UTC-05:00) Eastern Time (US & Canada)
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; 'Public Safety'; Tamming, Jason
Subject: RE: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

Hello Jean-Christophe. Please find the French version of the statement below. Thank you, Maja

Communiqué

Pour diffusion immédiate

Le 28 janvier 2014 Ottawa (Ontario) L'Agence des services frontaliers du Canada

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Les proches de la personne ont été avisés de son état. Malheureusement, la personne est décédée le 28 décembre 2013.

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Contacts

Agence des services frontaliers du Canada
Ligne des médias
613-957-6500

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Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Graham, Maja
Sent: January 28, 2014 3:21 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public Safety; Tamming, Jason
Subject: For Urgent Approval: CBSA Statement - B.C. Immigration Holding Centre

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January 28, 2014 Ottawa, Ontario Canada Border Services Agency

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Contact

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:14 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public Safety; Tamming, Jason
Subject: For Urgent Approval: Global National query - Death of short-term detainee

Importance: High

Hello Jean-Christophe. For your urgent approval – proposed response to Global National's query. We would like to send the same proposed response (statement) to the following media outlets as well: CBC , 24 Hours and Vancouver Sun . Seeking your approval as soon as possible. Thank you very much, Maja

Media: Global National)
Contact: @globalnews.ca
Issue: Death of short-term detainee at B.C. Immigration Holding Centre

Questions: Please explain what happened to Lucia Jimenez in CBSA custody?
We understand she committed suicide. Is this true?
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What are you doing to respond to this situation?

Response:

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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:24 PM
To: Williams, Christopher
Cc: MacKillop, Ken; Jarrette, Amy; Bailey, Esme; Giolti, Patrizia
Subject: For Urgent Approval: 4 media queries - Death of short-term detainee

Importance: High

Hello Christopher. For your urgent approval – proposed response to Global National's query. We would like to send the same proposed response (statement) to the following media outlets as well: CBC , 24 Hours and Vancouver Sun Seeking your approval as soon as possible. This has been approved by our MO.
Thank you very much, Maja

Media: (Global National)
Contact: @globalnews.ca
Issue: Death of short-term detainee at B.C. Immigration Holding Centre

Questions: Please explain what happened to Lucia Jimenez in CBSA custody?
We understand she committed suicide. Is this true?
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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:29 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

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Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them.
We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée
Sent: January 28, 2014 3:02 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha
Subject: URGENT: For Approval - Responses - BC Coroner Case
Importance: High

I understand you will have a statement soon. Here are 2 pending media calls.

REACTIVE

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3 Media Queries:

24 Hours:
Questions: 1. It is initially believed that Vega Jimenez attempted suicide either in holding cell or hospital. Is this at all suspected? Why was she taken to hospital?
2. Was her family asked to sign any kind of confidentiality or non-disclosure agreement? If so, why, and under what conditions (ie. to repatriate the remains, to travel to Canada without documents, etc?)
3. Was she an undocumented worker in BC? What was the reason for her detention by CBSA? Was she facing imminent deportation?

Vancouver **vancouversun.com**
Questions: When did CBSA arrest Ms Jimenez? -the circumstances of that arrest? -When was she transferred into the custody of Genesis Security? What is CBSA's policy regarding transfers? -What is CBSA's practices regarding checking on detainees? -Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice? -How often does CBSA do checks on inmates in cells? -What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain? -What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security? -How many other security firms does CBSA contract with and what are their names?

Meera Bains – CBC, **@cbc.ca**
Questions - seeking on camera and any further case details, case history, incident details, was she previously deported?

Issue: See previous case background

Deadline: ASAP

Response:

The Richmond RCMP has concluded their investigation. I will refer you to them for related questions.

The CBSA will not comment further other than to confirm the agency continues to cooperate with the BC Coroner's Office.

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:32 PM
To: Carnadin, Amitha
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Of course, here you go.

Media: (Global National)
Contact: @globalnews.ca

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Carnadin, Amitha
Sent: January 28, 2014 4:31 PM
To: Graham, Maja
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Thanks Maja. Just so there's no confusion, can you let me know which reporter you've been dealing with for Global National?

From: Graham, Maja
Sent: January 28, 2014 1:29 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

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From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them.
We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée
Sent: January 28, 2014 3:02 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha
Subject: URGENT: For Approval - Responses - BC Coroner Case
Importance: High

I understand you will have a statement soon. Here are 2 pending media calls.

REACTIVE

3 Media Queries:

24 Hours:
Questions: 1. It is initially believed that Vega Jimenez attempted suicide either in holding cell or hospital. Is this at all suspected? Why was she taken to hospital?
2. Was her family asked to sign any kind of confidentiality or non-disclosure agreement? If so, why, and under what conditions (ie. to repatriate the remains, to travel to Canada without documents, etc?)
3. Was she an undocumented worker in BC? What was the reason for her detention by CBSA? Was she facing imminent deportation?

Vancouver Sun: **@vancouversun.com**
Questions: When did CBSA arrest Ms Jimenez? -the circumstances of that arrest? -When was she transferred into the custody of Genesis Security? What is CBSA's policy regarding transfers? -What is CBSA's practices regarding checking on detainees? -Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice? -How often does CBSA do checks on inmates in cells? -What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain? -What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security? -How many other security firms does CBSA contract with and what are their names?

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Deadline: ASAP

Response:

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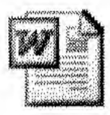
The CBSA will not comment further other than to confirm the agency continues to cooperate with the BC Coroner's Office.

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 04:36 PM
To: Jarrette, Amy; Giolti, Patrizia
Cc: Bailey, Esme
Subject: Latest version of Statement - BCIHC

Hello. Please find the latest version of the statement regarding the incident at BC Immigration Holding Centre. I have updated the contact information. Thanks, Maja


NR_PacificEvent...


NR_PacificEvent...

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 28, 2014 05:00 PM
To: Bolton, Bernée
Cc: Jarrette, Amy
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. No statement. Thanks, Maja

From: Bolton, Bernée
Sent: January 28, 2014 4:46 PM
To: Graham, Maja
Cc: Jarrette, Amy
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Statement? BTW twitter is down. Thanks for everying,
bb

From: Graham, Maja
Sent: January 28, 2014 1:29 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM
To: Bolton, Bernée

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 04:45 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public Safety; Tamming, Jason
Subject: For Approval: Media queries - BCIHC case (updated response)

Hello Jean-Christophe. For your approval – updated response to queries regarding the BCIHC case. Our updated response includes messaging on national detention standards. Seeking your approval as soon as possible. Thank you, Maja

MEDIA QUERIES

Media: (CKNW Radio) (Vancouver Sun) and 4 other queries
Issue: BCIHC case

Response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Questions (CKNW Radio): The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions (Vancouver Sun):
1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?
2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?
4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?
5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?
6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?
7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?
8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?

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9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 05:44 PM
To: Bolton, Bernée; PAC, CBSA-Communications
Cc: MacKillop, Ken; Stokes, Mark; Jarrette, Amy; Bailey, Esme; Giolti, Patrizia
Subject: MO Approved response to BCIHC queries

Hello Bernée. Please find the MO approved response for all media queries you have on the BCIHC case. Thank you, Maja

CBSA response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 05:47 PM
To: Swift, Andrew: PS / SP
Cc: Jarrette, Amy; Bailey, Esme; Bolton, Bernée; PAC, CBSA-Communications
Subject: RE: URGENT: For CBSA follow up please

Hello Andrew. Our Pacific Region will handle. Bernée, please respond to this query as well. Thank you, Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Swift, Andrew
Sent: January-29-14 05:43:33 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: Jarrette, Amy
Subject: URGENT: For CBSA follow up please

For urgent follow up please. Please confirm receipt.

Thanks,
Andrew

Andrew Swift

Director, Public Affairs | Directeur, Affaires publiques
Communications Directorate | Direction générale des communications
Public Safety Canada | Sécurité publique Canada
Telephone | Téléphone : 613-991-3549
Fax | Télécopieur : 613-954-2000
Email | Courriel : Andrew.Swift@ps-sp.gc.ca

From: deleRue, Jean-Christophe
Sent: Wednesday, January 29, 2014 5:33 PM
To: Swift, Andrew
Subject: FW: Might you call?

For urgent follow-up by the CBSA please.

From: [mailto: @cbc.ca]
Sent: January-29-14 5:25 PM
To: deleRue, Jean-Christophe
Subject: Might you call?

Hello Jean-Christophe,

We are working on a story concerning the apparent in-custody hanging of the Mexican woman, Lucia Jimenez, who was deported from Canada, and died after being in a CBSA holding facility at Vancouver International airport in December.

We would like to know what Minister Blaney's comment is about this sad situation.

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We'd also like to know if he is making sure there is an investigation.

We'd like his perspective on how it came to be that the information about her death not released to the public - only coming to light after a Mexican journalist uncovered the death.

Might you be able to telephone me today?

A reporter here at CBC British Columbia - for television - is filing a story today. His name

Thank you for your help.

Best regards,

CBC Vancouver

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 06:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications; Jarrette, Amy
Subject: Fw: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Hello Bernee. Have you been in touch with this reporter? Maja

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Wednesday, January 29, 2014 06:13 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

From: Swift, Andrew
Sent: January-29-14 06:11:58 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: Jarrette, Amy
Subject: FW: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

CBSA colleagues,
See note from MO below. Have you been in touch with this reporter?
Andrew

Andrew Swift

Director, Public Affairs | Directeur, Affaires publiques
Communications Directorate | Direction générale des communications
Public Safety Canada | Sécurité publique Canada
Telephone | Téléphone : 613-991-3549
Fax | Télécopieur : 613-954-2000
Email | Courriel : Andrew.Swift@ps-sp.gc.ca

From: deleRue, Jean-Christophe
Sent: Wednesday, January 29, 2014 6:11 PM
To: Swift, Andrew
Subject: Fw: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Can the CBSA follow-up urgently?

None of the allegations have been confirmed by CBSA. The agency declined a phone interview and did not provide a written statement.

Jean-Christophe de Le Rue

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From: PSPMediaCentre/CentredesmediasPSP
Sent: Wednesday, January 29, 2014 06:03 PM
To: Today's News / Actualités
Subject: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Death of Mexican woman in CBSA custody sparks call for accountability
Vivian Luk
Canadian Press
January 29 2014, 17h31 EST

Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing no answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed the 42-year-old collapsed shortly after being transferred to a cell on Dec. 19. She died in a Vancouver hospital nine days later.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

The group No One Is Illegal said three people, including a reverend who administered last rites at the hospital where Vega Jimenez died, have confirmed that she tried to hang herself with a shower curtain in the holding cells.

"We find this whole incident to be very troubling," said Paterson. "Someone has died in custody - it appears in reports she committed suicide - and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

The BC Coroners Service is not disclosing the cause of death because of the ongoing investigation, but Coroner Barb McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

In a written news release, No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation.

Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said.

No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

None of the allegations have been confirmed by CBSA. The agency declined a phone interview and did not provide a written statement.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest will be ordered into the death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry.

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Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

No One Is Illegal said a vigil to honour Vega Jimenez will take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 06:35 PM
To: Swift, Andrew: PS / SP
Cc: Jarrette, Amy
Subject: Re: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Hello Andrew. Pacific region has been in touch with her earlier and they are following up. Thank you, Maja

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Wednesday, January 29, 2014 06:13 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
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CBSA colleagues,
See note from MO below. Have you been in touch with this reporter?
Andrew

Andrew Swift

Director, Public Affairs | Directeur, Affaires publiques
Communications Directorate | Direction générale des communications
Public Safety Canada | Sécurité publique Canada
Telephone | Téléphone : 613-991-3549
Fax | Télécopieur : 613-954-2000
Email | Courriel : Andrew.Swift@ps-sp.gc.ca

From: deleRue, Jean-Christophe
Sent: Wednesday, January 29, 2014 6:11 PM
To: Swift, Andrew
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January 29 2014, 17h31 EST

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"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

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"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

The group No One Is Illegal said three people, including a reverend who administered last rites at the hospital where Vega Jimenez died, have confirmed that she tried to hang herself with a shower curtain in the holding cells.

"We find this whole incident to be very troubling," said Paterson. "Someone has died in custody - it appears in reports she committed suicide - and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

The BC Coroners Service is not disclosing the cause of death because of the ongoing investigation, but Coroner Barb McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

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No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

None of the allegations have been confirmed by CBSA. The agency declined a phone interview and did not provide a written statement.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest will be ordered into the death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry.

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Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

No One Is Illegal said a vigil to honour Vega Jimenez will take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

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Graham, Maja

From: Graham, Maja
Sent: January 29, 2014 08:16 PM
To: CBSA-ASFC-Dist-Nightly_Media_Wrap-Rapport_des_médias; 'Jason.Tamming@ps-sp.gc.ca'; 'Jean-Christophe.DeLeRue@ps-sp.gc.ca'; Janes, Lisa: DFAIT / MAECI; Johnson, Mark: PS / SP; 'MediaRelationsHQDG@rcmp-grc.gc.ca'; 'comdo@ps.gc.ca'; Hickey, David: CIC / CIC; 'frederik.boisvert@ps-sp.gc.ca'; 'issues.enjeux@ps-sp.gc.ca'; Lambo, Pam: DFAIT / MAECI
Subject: Nightly Media Wrap - January 29, 2014 @ 20:00

Media calls completed as of 20:00

PACIFIC

Media: CBC (Globe and Mail); The Province Global TV
CTV City TV News1130 Global News
CKNW Global News CBC ; City TV Vancouver
Vancouver Sun Canadian Press ; Sun Media
Issue: BC IHC case

Response:
The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 04:29 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

Importance: High

Hello Stephen and Susan. Just a heads up that Pacific Region is working on a media response to address additional questions from Vancouver Sun on BCIHC case. Questions focus on the role of Genesis, detainees access to legal counsel and visitors, and detainees access to phones. As soon as we receive the response from Pacific Region, we will share it with both of you for your urgent approval. In addition, Public Works provided the Notice of Proposed Procurement for Genesis to the reporter which is attached. Thank you very much, Maja

Questions from Vancouver Sun:

1. What role does Genesis play at the YVR border services holding cells?
2. Is there someone from CBSA on site at all times overseeing the Genesis people.
3. What training do Genesis employees working at YVR have
4. How often are the guards at YVR required to check on detainees.
5. You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.
6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

SPA-VAN1-1214... SPA-VAN1-1214...

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 05:14 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Thanks Bernee. I will seek HQ Program right away. Thanks, Maja

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Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Thursday, January 30, 2014 04:58 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: 911 YVR Case - Vancouver Sun follow up Q's

From: Bolton, Bernée
Sent: January-30-14 04:58:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: : 911 YVR Case - Vancouver Sun follow up Q's

MR this has been approved by Inland Enforcement SMEs, the Director of IE, Director CPSD, and RDG and EX D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

Esme, we like this para so if you want to get approved for an if pressed please proceed (also triple confirmed that Genesis must sign the GOC conf and conflict interest etc:

Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.
Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.
If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.

My thanks
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R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
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The CBSA retains responsibility for all CBSA operations.

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For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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Sent: January 30, 2014 05:17 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: For URGENT approval: Vancouver Sun query on BCIHC

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Media: Vancouver Sun
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Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 04:28 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

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<<SPA-VAN1-1214013012070.pdf>> <<SPA-VAN1-1214013012070.pdf>>

Maja Graham

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 05:58 PM
To: Helsdon, John
Cc: Jarrette, Amy; MacKillop, Ken; Stokes, Mark; Rocheleau, Lisa; Bailey, Esme
Subject: For URGENT Approval: Vancouver Sun query - BC IHC

Importance: High

Tracking:

Recipient	Read
Helsdon, John	
Jarrette, Amy	
MacKillop, Ken	Read: 2014-01-30 06:08 PM
Stokes, Mark	
Rocheleau, Lisa	Read: 2014-01-30 05:59 PM
Bailey, Esme	

Good evening John. In Stephen Bolton's absence, kindly approve the following media response regarding rights of detainees and contracted security guards. Seeking your approval by 6:30 p.m. Thank you very much, Maja

Media: Vancouver Sun

Question. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

Response. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

If pressed:
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Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis

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intervention, and fingerprinting.

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:00 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hi Bernée. It is still with Case Management and Enforcement Intelligence Programs for approval. Thanks, Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January 30, 2014 5:39 PM
To: Graham, Maja; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

How is is going?

From: Graham, Maja
Sent: January 30, 2014 2:14 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
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Bernée

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:02 PM
To: Jarrette, Amy
Subject: For advice: 2nd VAn Sun inquiry

Good evening Amy. I believe this query would still be for Pacific to address. Shall I push back with Bernée? Maja

---

From: Bolton, Bernée
Sent: January-30-14 05:53:03 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: 2nd VAn Sun inquiry

Hi MR,
Will you be addressing this one? Thanks

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: January 30, 2014 11:27 AM
To: bernee.bolton@cbsa.gc.ca
Subject: CBSA

Dear Ms. Bolton

At your initial request, Sun reporter has for the last few days been emailing questions to you about the CBSA's procedures. So far none of those questions have been answered. I am not particularly interested in the details of the Jimenez case, at least as it applies to the CBSA, so I will not ask the same questions of you that has. But I will ask two:
Can you tell me why the CBSA has refused to answer any of questions about its operations? Can you tell me if there is any practical reason, in the name of security or otherwise, why the CBSA operates in this way and without any public oversight?
I ask these questions for a column I am writing for Thursday. I look forward to your answers. If I don't receive a reply I will assume the agency has no comment.
Thank you for your time.

Columnist
Vancouver Sun

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:16 PM
To: Bolton, Stephen
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Thank you. I have incorporate your suggested changes in our response. Thank you for the prompt response.
Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Stephen
Sent: January 30, 2014 6:03 PM
To: Graham, Maja; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa; Helsdon, John; McKay, Kim
Subject: Re: For URGENT approval: Vancouver Sun query on BCIHC

Suggest included in the second paragraph under "if pressed"

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Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

If pressed:
Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.

Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.

If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

From: Graham, Maja
Sent: Thursday, January 30, 2014 04:28 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

Hello Stephen and Susan. Just a heads up that Pacific Region is working on a media response to address additional questions from Vancouver Sun on BCIHC case. Questions focus on the role of Genesis, detainees access to legal counsel and visitors, and detainees access to phones. As soon as we receive the response from Pacific Region, we will share it with both of you for your urgent approval. In addition, Public Works provided the Notice of Proposed Procurement for Genesis to the reporter which is attached. Thank you very much, Maja

Questions from Vancouver Sun:

1. What role does Genesis play at the YVR border services holding cells?

2. Is there someone from CBSA on site at all times overseeing the Genesis people.

3. What training do Genesis employees working at YVR have

4. How often are the guards at YVR required to check on detainees.

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6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

<<SPA-VAN1-12140130120700.pdf>> <<SPA-VAN1-12140130120700.pdf>>

Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

Canada Border Services Agency | Agence des services frontaliers du Canada

maja.graham@cbsa-asfc.gc.ca

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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:18 PM
To: Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Jarrette, Amy
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Importance: High

Hello Susan. Just following up on this request. Amended version below with Enforcement and Intelligence Programs input. Thank you, Maja

Media: Vancouver Sun

Question. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

Response. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 30, 2014 5:28 PM
To: Graham, Maja; Bolton, Stephen; Kramer, Susan

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Please review amended version below – many thanks.

From: Graham, Maja
Sent: January 30, 2014 5:17 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: For URGENT approval: Vancouver Sun query on BCIHC

Hello Stephen and Susan. For urgent approval - Vancouver Sun query on BC IHC case. Seeking your approval by 6:15. Thank you, Maja

Media: Vancouver Sun
~~Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?~~

~~R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:~~
~~· The care and control of persons detained under the Immigration and Refugee Protection Act at the B.C. Holding Centre at the Vancouver International Airport;~~
~~· The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;~~
~~· The provision of escorting detainees in their departure from Canada; and,~~
~~· The performance of other security duties as required by the CBSA~~

~~The CBSA retains responsibility for all CBSA operations.~~

~~The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.~~

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Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 04:28 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

Hello Stephen and Susan. Just a heads up that Pacific Region is working on a media response to address additional questions from Vancouver Sun on BCIHC case. Questions focus on the role of Genesis, detainees access to legal counsel and visitors, and detainees access to phones. As soon as we receive the response from Pacific Region, we will share it with both of you for your urgent approval. In addition, Public Works provided the Notice of Proposed Procurement for Genesis to the reporter which is attached. Thank you very much, Maja

Questions from Vancouver Sun:

1. What role does Genesis play at the YVR border services holding cells?

2. Is there someone from CBSA on site at all times overseeing the Genesis people.

3. What training do Genesis employees working at YVR have

4. How often are the guards at YVR required to check on detainees.

5. You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.

6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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Maja Graham

Media Spokesperson | Porte-parole

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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:20 PM
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

I'm trying my best, but it's hard to get hold of ppl at HQ after 5 p.m. Waiting for Susan Kramer's approval. Ken will determined whether VPs need to approve.

From: Bolton, Bernée
Sent: January 30, 2014 6:11 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Yikes.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 05:59 PM Eastern Standard Time
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hi Bernée. It is still with Case Management and Enforcement Intelligence Programs for approval. Thanks, Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January 30, 2014 5:39 PM
To: Graham, Maja; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

How is is going?

From: Graham, Maja
Sent: January 30, 2014 2:14 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Thanks Bernee. I will seek HQ Program right away. Thanks, Maja

---

Sent from my BlackBerry handheld.

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Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Thursday, January 30, 2014 04:58 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: 911 YVR Case - Vancouver Sun follow up Q's

From: Bolton, Bernée
Sent: January-30-14 04:58:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: : 911 YVR Case - Vancouver Sun follow up Q's

MR this has been approved by Inland Enforcement SMEs, the Director of IE, Director CPSD, and RDG and EX D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

Esme, we like this para so if you want to get approved for an if pressed please proceed (also triple confirmed that Genesis must sign the GOC conf and conflict interest etc:

Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.
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My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:24 PM
To: Helsdon, John
Subject: RE: For URGENT Approval: Vancouver Sun query - BC IHC

Good evening John. Stephen responded and provided the following for the if pressed section: Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, suicide prevention awareness and fingerprinting.

From: Helsdon, John
Sent: January 30, 2014 6:21 PM
To: Graham, Maja
Cc: Jarrette, Amy; MacKillop, Ken; Stokes, Mark; Rocheleau, Lisa; Bailey, Esme
Subject: Re: For URGENT Approval: Vancouver Sun query - BC IHC

I will send amended text for the last paragraph of the if pressed section. The rest is approved.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 05:58 PM Eastern Standard Time
To: Helsdon, John
Cc: Jarrette, Amy; MacKillop, Ken; Stokes, Mark; Rocheleau, Lisa; Bailey, Esme
Subject: For URGENT Approval: Vancouver Sun query - BC IHC

Good evening John. In Stephen Bolton's absence, kindly approve the following media response regarding rights of detainees and contracted security guards. Seeking your approval by 6:30 p.m. Thank you very much, Maja

Media: Vancouver Sun

Question. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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Maja Graham

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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:30 PM
To: Helsdon, John
Subject: RE: For URGENT Approval: Vancouver Sun query - BC IHC

The suggested line has been incorporated. Thank you for your prompt approval. Have a good evening!

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Helsdon, John
Sent: January 30, 2014 6:25 PM
To: Graham, Maja
Subject: Re: For URGENT Approval: Vancouver Sun query - BC IHC

That is the paragraph I just sent.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 06:23 PM Eastern Standard Time
To: Helsdon, John
Subject: RE: For URGENT Approval: Vancouver Sun query - BC IHC

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Cc: Jarrette, Amy; MacKillop, Ken; Stokes, Mark; Rocheleau, Lisa; Bailey, Esme
Subject: Re: For URGENT Approval: Vancouver Sun query - BC IHC

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Media: Vancouver Sun

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 06:43 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications; Carnadin, Amitha; CBSA-ASFC-Media Relations
Subject: RE: 2nd VAn Sun inquiry

Hello Bernee. We think that Pacific can address. We would recommending developing a response based on our media line: The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing. In addition, we could also include a line about the role of the BC Coroners Service (independent organization).

Thanks,
Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January-30-14 05:53:03 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: 2nd VAn Sun inquiry

Hi MR,
Will you be addressing this one? Thanks

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: January 30, 2014 11:27 AM
To: bernee.bolton@cbsa.gc.ca
Subject: CBSA

Dear Ms. Bolton

At your initial request, Sun reporter has for the last few days been emailing questions to you about the CBSA's procedures. So far none of those questions have been answered. I am not particularly interested in the details of the Jimenez case, at least as it applies to the CBSA, so I will not ask the same questions of you that has. But I will ask two:
Can you tell me why the CBSA has refused to answer any of questions about its operations? Can you tell me if there is any practical reason, in the name of security or otherwise, why the CBSA operates in this way and without any public oversight?
I ask these questions for a column I am writing for Thursday. I look forward to your answers. If I don't receive a reply I will assume the agency has no comment.
Thank you for your time.

Columnist
Vancouver Sun

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 07:16 PM
To: Kramer, Susan
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Thank you very much Susan. Have a good evening!

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Kramer, Susan
Sent: January 30, 2014 7:14 PM
To: Graham, Maja
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Jarrette, Amy
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

I'm fine with the responses.

Susan Kramer
Director, Inland Enforcement Operations and Case Management
Operations Branch
Canada Border Services Agency

Directrice, Opérations de l'exécution de la loi à l'intérieur du Canada et gestion de cas
Direction générale des opérations
Agence des services frontaliers du Canada

(613) 952-2549
susan.kramer@cbsa-asfc.gc.ca

From: Graham, Maja
Sent: January-30-14 6:18 PM
To: Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Jarrette, Amy
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC
Importance: High

Hello Susan. Just following up on this request. Amended version below with Enforcement and Intelligence Programs input. Thank you, Maja

Media: Vancouver Sun

Question. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

Response. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely

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the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

If pressed:
Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.

Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, suicide prevention awareness and fingerprinting.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 30, 2014 5:28 PM
To: Graham, Maja; Bolton, Stephen; Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Please review amended version below – many thanks.

From: Graham, Maja
Sent: January 30, 2014 5:17 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: For URGENT approval: Vancouver Sun query on BCIHC

Hello Stephen and Susan. For urgent approval - Vancouver Sun query on BC IHC case. Seeking your approval by 6:15. Thank you, Maja

Media: Vancouver Sun
~~Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?~~
-
~~R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:~~
~~- The care and control of persons detained under the Immigration and Refugee Protection Act at the B.C. Holding Centre at the Vancouver International Airport;~~
~~- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;~~

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~~- The provision of escorting detainees in their departure from Canada; and,~~
~~- The performance of other security duties as required by the CBSA~~

-

~~The CBSA retains responsibility for all CBSA operations.~~

-

~~The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.~~

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. ~~In person access is routinely permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision.~~ Access to speaking to legal counsel is never denied to detainees, and in person access is routinely permitted.

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Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.

~~If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.~~

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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From: Graham, Maja
Sent: Thursday, January 30, 2014 04:28 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

Hello Stephen and Susan. Just a heads up that Pacific Region is working on a media response to address additional questions from Vancouver Sun on BCIHC case. Questions focus on the role of Genesis, detainees access to legal counsel and visitors, and detainees access to phones. As soon as we receive the response from Pacific Region, we will share it with both of you for your urgent approval. In addition, Public Works provided the Notice of Proposed Procurement for Genesis to the reporter which is attached. Thank you very much, Maja

Questions from Vancouver Sun:

1. What role does Genesis play at the YVR border services holding cells?

2. Is there someone from CBSA on site at all times overseeing the Genesis people.

3. What training do Genesis employees working at YVR have

4. How often are the guards at YVR required to check on detainees.

5. You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.

6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

<<SPA-VAN1-12140130120700.pdf>> <<SPA-VAN1-12140130120700.pdf>>

Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

Canada Border Services Agency | Agence des services frontaliers du Canada

maja.graham@cbsa-asfc.gc.ca

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 07:20 PM
To: Jarrette, Amy
Cc: Bailey, Esme
Subject: For Approval: CAT 2 - Vancouver Sun query - BC IHC detention

Hello Amy. For your approval – Pacific query regarding the BC IHC case and CBSA detention standards. Susan Kramer (Inland Enforcement Operations and Case Management) and Stephen Bolton (Enforcement and Intelligence Programs) have approved. Thank you, Maja

Media: (Vancouver Sun)
Issue: BC IHC case

Question: Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

Response: As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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If pressed:
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Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, suicide prevention awareness and fingerprinting.

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 07:42 PM
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

I received HQ Program/Ops approval but Ken advised to hold.

From: Bolton, Bernée
Sent: January 30, 2014 7:39 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Anything??

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Thursday, January 30, 2014 07:10 PM Eastern Standard Time
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Understood!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 06:20 PM Eastern Standard Time
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

I'm trying my best, but it's hard to get hold of ppl at HQ after 5 p.m. Waiting for Susan Kramer's approval. Ken will determined whether VPs need to approve.

From: Bolton, Bernée
Sent: January 30, 2014 6:11 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Yikes.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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From: Graham, Maja
Sent: Thursday, January 30, 2014 05:59 PM Eastern Standard Time
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hi Bernée. It is still with Case Management and Enforcement Intelligence Programs for approval. Thanks, Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January 30, 2014 5:39 PM
To: Graham, Maja; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

How is is going?

From: Graham, Maja
Sent: January 30, 2014 2:14 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Thanks Bernee. I will seek HQ Program right away. Thanks, Maja

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Thursday, January 30, 2014 04:58 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: 911 YVR Case - Vancouver Sun follow up Q's

From: Bolton, Bernée
Sent: January-30-14 04:58:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: : 911 YVR Case - Vancouver Sun follow up Q's

MR this has been approved by Inland Enforcement SMEs, the Director of IE, Director CPSD, and RDG and EX D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

Esme, we like this para so if you want to get approved for an if pressed please proceed (also triple confirmed that Genesis must sign the GOC conf and conflict interest etc:

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My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 08:08 PM
To: Jarrette, Amy
Cc: Bailey, Esme
Subject: RE: For Approval: CAT 2 - Vancouver Sun query - BC IHC detention

I have moved the "if pressed" to Q1 as you mentioned in your previous email. I will send to Ken right away.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 30, 2014 8:06 PM
To: Graham, Maja
Cc: Bailey, Esme
Subject: Re: For Approval: CAT 2 - Vancouver Sun query - BC IHC detention

Hi Maja,
Can you remove the If Pressed, and then send to ken for approval. Thanks.
Amy Jarrette

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 07:20 PM
To: Jarrette, Amy
Cc: Bailey, Esme
Subject: For Approval: CAT 2 - Vancouver Sun query - BC IHC detention

Hello Amy. For your approval – Pacific query regarding the BC IHC case and CBSA detention standards. Susan Kramer (Inland Enforcement Operations and Case Management) and Stephen Bolton (Enforcement and Intelligence Programs) have approved. Thank you, Maja

Media: (Vancouver Sun)

Issue: BC IHC case

Question: Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

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maja.graham@cbsa-asfc.gc.ca

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Facsimile | Télécopieur 613-952-1797

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 08:10 PM
To: MacKillop, Ken
Cc: Stokes, Mark; Jarrette, Amy; Bailey, Esme
Subject: For DG Approval: CAT 2 - Media query - BC IHC case + detentions

Hello Ken. For your approval – Pacific query regarding the BC IHC case and CBSA detention standards. Susan Kramer (Inland Enforcement Operations and Case Management) and Stephen Bolton (Enforcement and Intelligence Programs) have approved. Thank you, Maja

Media: (Vancouver Sun)
Issue: BC IHC case

Q: Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 08:37 PM
To: Jean-Christophe De Le Rue
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Frederik Boisvert ; Johnson, Mark: PS / SP; MacKillop, Ken; Public Safety; Tamming, Jason
Subject: For Urgent Approval: Vancouver Sun query - BCIHC case + CBSA detention standards

Good Evening Jean-Christophe. For your approval – Pacific query regarding the BC IHC case and CBSA detention standards. Pacific would like to respond this evening. Thank you, Maja

Media: (Vancouver Sun)

Issue: BC IHC case

Question: Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 08:39 PM
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hi again. Just sent it to MO. I will let you know as soon as I hear back. Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January 30, 2014 7:58 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Talking to Amy. Hang on.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 07:41 PM Eastern Standard Time
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

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From: Bolton, Bernée
Sent: January 30, 2014 7:39 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

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From: Bolton, Bernée
Sent: Thursday, January 30, 2014 07:10 PM Eastern Standard Time
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Understood!

Sent from my BlackBerry handheld.

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Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 06:20 PM Eastern Standard Time
To: Bolton, Bernée
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

I'm trying my best, but it's hard to get hold of ppl at HQ after 5 p.m. Waiting for Susan Kramer's approval. Ken will determined whether VPs need to approve.

From: Bolton, Bernée
Sent: January 30, 2014 6:11 PM
To: Graham, Maja
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Yikes.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 05:59 PM Eastern Standard Time
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hi Bernée. It is still with Case Management and Enforcement Intelligence Programs for approval. Thanks, Maja

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January 30, 2014 5:39 PM
To: Graham, Maja; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

How is is going?

From: Graham, Maja
Sent: January 30, 2014 2:14 PM
To: Bolton, Bernée; PAC, CBSA-Communications; Carnadin, Amitha
Cc: Jarrette, Amy; Bailey, Esme
Subject: Re: 911 YVR Case - Vancouver Sun follow up Q's

Thanks Bernee. I will seek HQ Program right away. Thanks, Maja

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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From: CBSA-ASFC-Media Relations
Sent: Thursday, January 30, 2014 04:58 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: 911 YVR Case - Vancouver Sun follow up Q's

From: Bolton, Bernée
Sent: January-30-14 04:58:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: : 911 YVR Case - Vancouver Sun follow up Q's

MR this has been approved by Inland Enforcement SMEs, the Director of IE, Director CPSD, and RDG and EX D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

Esme, we like this para so if you want to get approved for an if pressed please proceed (also triple confirmed that Genesis must sign the GOC conf and conflict interest etc:

Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.
Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.
If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.

My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. In person access is routinely permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision. Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 09:24 PM
To: Bolton, Bernée; Carnadin, Amitha
Subject: Re: ? Sorry!

Still waiting to hear back from MO.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Bolton, Bernée
Sent: Thursday, January 30, 2014 09:23 PM
To: Graham, Maja; Carnadin, Amitha
Subject: ? Sorry!

Sorry where are we??

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Graham, Maja

From: Graham, Maja
Sent: January 30, 2014 09:46 PM
To: Bolton, Bernée; Carnadin, Amitha
Cc: PAC, CBSA-Communications; CBSA-ASFC-Media Relations; MacKillop, Ken
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Hello Bernée and Amitha. MO revised the response to the following below.

As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. Access to speaking to legal counsel is never denied to detainees, and in person access is routinely permitted.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Bolton, Bernée
Sent: January-30-14 04:58:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: : 911 YVR Case - Vancouver Sun follow up Q's

MR this has been approved by Inland Enforcement SMEs, the Director of IE, Director CPSD, and RDG and EX D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

Esme, we like this para so if you want to get approved for an if pressed please proceed (also triple confirmed that Genesis must sign the GOC conf and conflict interest etc:

Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.
Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.
If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.

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My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. In person access is routinely permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision. Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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PWGSC - Public Works and Government Services Canada

TPSGC - Travaux publics et Services gouvernementaux Canada

Notice of Proposed Procurement
Avis de projet de marchés

Contracting Officer or contact - Agent ou personne-ressource
Morrissey, Tom

Title
Provision of Security Guard Services and Transportation Services for the Pacific Regional Enforcem

Sujet

Date	**Telephone No. - N° de téléphone**	**FAX No. - N° de télécopieur**
2009-01-27	(604) 775-7672 ( )	(604) 775-7692

Solicitation No. - N° de l'invitation 47890-108010/A	**GSIN - NIBS** K105A
Amendment No. - N° de la modification	**Closing Date - Date de fermeture** 2009-02-27 02:00 PM Pacific Standard Time PST heure normale du Pacifique HNP
GETS Reference No. - N° de référence de SEAG PW-$XSB-015-5531	**Delivery Date - Date de livraison** 2009-04-01
Section Code - Code de section XSB	**Publish Date - Date de publication** 2009-02-03
Notice Type - Genre d'avis NPP (Standard) - APM (Standard)	**Trade Agreement - Entente Sur le Commerce** Agreement on Internal Trade (AIT) Accord sur le commerce intérieur (ACI)

Comprehensive Land Claim Agreements - Ententes sur les revendications territoriales globales: ☐

Tendering Procedures Processus de demande de soumissions
The bidder must supply Canadian goods and/or services
Le soumissionnaire doit fournir des biens et/ou des services canadiens

Procurement Strategy - Stratégie d'approvisionnement
Competitive - Concurrentielle
Best Overall Proposal
Meilleure proposition globale

Document Distribution - Document disponible
Solicitation Documents - Documents d'invitation à soumissionner
MERX
Attachments - Pièce jointe
None - Aucun

Recommended By - Recommandé par	**Approved By - Approuvé par**
PWGSC Purchasing Officer - Agent des achats du TPSGC **Tel. No. - N° de tél.**	**PWGSC Section Chief - Chef de section du TPSGC** **Tel. No. - N° de tél.**

The Crown retains the right to negotiate with suppliers on any procurement. Documents may be submitted in either official language of Canada.

L'État se réserve le droit de négocier les conditions de tout marché avec les fournisseurs. Les documents peuvent être présentés dans l'une ou l'autre des langues officielles du Canada.

Canada

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Title: Provision of Security Guard Services and Transportation Services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

To provide security guard services and transportation services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

These duties include but are not necessarily limited to:

a) The care and control of persons detained under the authority of the Immigration and Refugee Protection Act (hereafter referred to as detainees) at the British Columbia Holding Centre (BCHC) located at Vancouver International Airport and in the day cells at Library Square building, 300 West Georgia Street, Vancouver.

b) The management and provision of the safe and secure transportation of detainees and their personal effects to and from the BCHC, and other locations described herein.

c) The provision of escorting detainees through the process that culminates in their departure from Canada, typically from Vancouver International Airport (VIA) or land port of entry (hereafter described as Departure Verification).

d) The performance of other duties consistent with the security function that may from time to time be required by the CBSA.

Period:

5 years (April 1, 2009 to March 31, 2014).

This requirement contains a security requirement.

This PWGSC office provides procurement services to the public in English.

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 29, 2014 05:01 PM
To: Bailey, Esme; Graham, Maja
Subject: RE: For Urgent Approval: Media Queries YVR Case

Did the hosp maybe ask them to fill form?

From: CBSA-ASFC-Media Relations
Sent: January 29, 2014 5:00 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For Urgent Approval: Media Queries YVR Case
Importance: High

From: Carnadin, Amitha
Sent: January-29-14 05:00:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications; Boldt, Perry; Dyck, John
Subject: For Urgent Approval: Media Queries YVR Case

Hello,

Seeking urgent approval on the proposed responses below. We have several media queries on the YVR Case. Specifically would like to draw your attention to the portions on the confidentiality form and the use of video at detention facilities (and the portions on private security firms). The RDG has approved and recommended we use this language.

Thanks,
Amitha
604-666-3434

Reactive Media Queries (5)

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?
R1. The family did not sign, and was never asked to sign any, type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?
The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

****

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: asap

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?
R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?
R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?
R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Questions and Answers:

Q1. Can we film the holding cells area?
R1. For the privacy and security of those persons in detention, we do not permit filming in this area.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. CCTV equipment (video not audio) is utilized in this detention facility. The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

****

Media: CBC News, Vancouver
Contact: (@cbc.ca
Deadline: asap

Questions and Answers:

Q1. Why was Jimenez in CBSA custody? Why was she hospitalized on December 20. 2012? Did she have any underlying medical conditions? Will anyone from CBSA speak to us on-camera or over the phone for radio?
R1. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Does CBSA contract an external security company at it's detention centres? If so, whom?

R2. The CBSA does not discuss the details of contracts it has with other agencies.

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What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

****

Media: CBC News,
Contact: @cbc.ca

Question: Point of clarification-- were the employees at the holding facility employees of the CBSA, or a private security company. If a private firm, which one?

Proposed Response:
The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 05:47 PM
To: Stanford, Alex
Cc: Bailey, Esme
Subject: Fw: For urgent approval: CBSA statement BC IHC

Hi Alex - tks but we will not be posting anythimg this evening. Tks again!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 05:35 PM
To: Bailey, Esme; Bolton, Bernée
Cc: CBSA-ASFC-Media Relations; Stanford, Alex; Bianchi, Cristina; Jean-Christophe.DeLeRue@ps-sp.gc.ca <Jean-Christophe.DeLeRue@ps-sp.gc.ca>; Giolti, Patrizia; Dyck, John; Stokes, Mark
Subject: FW: For urgent approval: CBSA statement BC IHC

Esme, Bernée,

We will **not** be issuing or posting the statement this evening, but instead will be using the text from the statement in our various responses to today's media calls. Please put the calls in for approvals with the recommended response as per normal process.

Jean-Christophe, we will be moving the calls and responses to you for approval soon.

Thank you

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: January 31, 2014 4:34 PM
To: MacKillop, Ken
Subject: FW: For urgent approval: CBSA statement BC IHC

Please call me. 991.2863

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From: Bailey, Esme [mailto:Esme.Bailey@cbsa-asfc.gc.ca]
Sent: January-31-14 4:16 PM
To: deleRue, Jean-Christophe
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Boisvert, Frederik; Issues / Enjeux; Tamming, Jason; Johnson, Mark; Mackillop, Ken
Subject: For urgent approval: CBSA statement BC IHC

Hello Jean-Christophe. For approval. Statement to be issued by Pacific Region. Text is at translation and we will share when ready. Seeking approval ASAP. Thanks. Esme

Statement on incident at British Columbia Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre

Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure, however until such time as the BC Coroners Service completes their investigation, the CBSA will not be commenting further on the case."

Esme Bailey
Senior Media Spokesperson | Porte-parole principale
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa ON
esme.bailey@cbsa-asfc.gc.ca
Telephone | Téléphone 613-948-4013 / Facsimile | Télécopieur 613-952-1797 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 06:44 PM
To: MacKillop, Ken
Cc: Bolton, Bernée; Bailey, Esme
Subject: Re: Media calls

Ken there are only 2 pending calls and we have/Pac has put response together based on statement. Do we want to send staTe to these two or just ans Qs?
Also our mention of RC is - we advised them (no monitoring angle). Is this the case, did we advise them? If so, they cannot argue they should not be mentioned in that context. The other mention will def need to be edited out.

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Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: MacKillop, Ken
Sent: Friday, January 31, 2014 06:37 PM
To: 'MEDIARE@fin.gc.ca' <MEDIARE@fin.gc.ca>
Cc: MacVicar, Roslyn; Bolduc, Martin; Weber, Caroline; Bolton, Bernée; Giolti, Patrizia
Subject: Fw: Media calls

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MR, pls amend reference to RC as discussed and send to PCO.

Thanks

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----- Original Message -----
From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
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To: MacKillop, Ken
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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 06:46 PM
To: Sarazin, Danielle
Subject: Fw: Media calls

Ciao!!!

Removed ref to the monitoring and getting clarification form reg on advising RC...
Thoughts?

Take care!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Giolti, Patrizia
Sent: Friday, January 31, 2014 06:44 PM
To: MacKillop, Ken
Cc: Bolton, Bernée; Bailey, Esme
Subject: Re: Media calls

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 06:59 PM
To: Bailey, Esme
Subject: Fw: Media calls

We should not mention rc at all

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Sarazin, Danielle
Sent: Friday, January 31, 2014 06:52 PM
To: Giolti, Patrizia
Subject: Re: Media calls

Ciao! I spoke live to HQ RC today and was at the meeting last week in Vancouver with their regional folks... So I would not want to mention them even on the notification without their consent. They were very adamant!
Danielle
613-948-1833

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Giolti, Patrizia
Sent: Friday, January 31, 2014 06:45 PM
To: Sarazin, Danielle
Subject: Fw: Media calls

Ciao!!!

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Thoughts?

Take care!

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To: MacKillop, Ken
Cc: Bolton, Bernée; Bailey, Esme

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Giolti, Patrizia

From: Giolti, Patrizia
Sent: January 31, 2014 07:18 PM
To: Bolton, Bernée; PAC, CBSA-Communications
Cc: Bailey, Esme; MacKillop, Ken
Subject: Fw: Media calls

Bernee - please forward the complete list of pending calls. At this juncture the Qs are not necessary as all will get same response (but do keep them on file)
Also: as you are still in office with desktop - we ask you/pac to rework this NR with these pts in mind:
All refernce to RC (and we would suggest/recommend UNHCR) be removed. DSarazin has indicated RC not keen to be mentioned at all.
Please remove those sections.
Also please remove ref to Mx consul too.

Tks for your coop - please reformat, send back to us for final Checks and balances.

Also the FS will not move before Mon - there is a fair bit of info on internet already.

Tks much

****esme once it comes back, please handle .

Sent from my BlackBerry handheld.
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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 07:08 PM
To: Giolti, Patrizia
Cc: Bailey, Esme
Subject: Re: Statement - BCIHC

Sorry...was just looking for side by side of the one that went to M O vs the one he returned.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Giolti, Patrizia
Sent: Friday, January 31, 2014 07:06 PM
To: MacKillop, Ken
Cc: Bailey, Esme
Subject: Fw: Statement - BCIHC

Hi Ken this was the first one from this morn and from the last version here are the major changes:
Both express sympathy
Both speak of working with Coro and RCMP
The one below is a little more emphatic is belying the inaccuracies
With this and final version there is mention of RC/UNHCR and Mx Cons
**all these references will be removed regardless of approach

The messages are essentially the same and cover same areas. Wording/formatting is a little diff

The latest version has a better closing para while the first (below)refers/links to web for deets on dets

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bailey, Esme
Sent: Friday, January 31, 2014 07:00 PM
To: Giolti, Patrizia
Subject: Fw: Statement - BCIHC

Versiom sent to PAC this morning.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 10:54 AM Eastern Standard Time
To: Bailey, Esme; Jarrette, Amy

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Subject: FW: Statement - BCIHC

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: MacKillop, Ken
Sent: January 31, 2014 10:39 AM
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC
Importance: High

Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Tks

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
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191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM
To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 05:38 PM
To: Bailey, Esme; Giolti, Patrizia
Subject: Re: URGENT Media Query - Peter O'Neil on BCIHC / YVR Case

Using material from statement to address individual queries.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bailey, Esme
Sent: Friday, January 31, 2014 05:36 PM
To: Giolti, Patrizia; MacKillop, Ken
Subject: Fw: URGENT Media Query - Peter O'Neil on BCIHC / YVR Case

Are we addressing individual queries or just issuing the statement if approved?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Friday, January 31, 2014 05:34 PM Eastern Standard Time
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: URGENT Media Query - Peter O'Neil on BCIHC / YVR Case

---

From: Bolton, Bernée
Sent: January-31-14 05:34:34 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations; MacKillop, Ken
Cc: PAC, CBSA-Communications
Subject: URGENT Media Query - Peter O'Neil on BCIHC / YVR Case

Hi MR urgent media inquiry please . Deadline is 3pm. Sorry for the delay.

We added this line: Access to onsite CBSA Management is available 24/7. IE can call on a superintendent at any time to attend HIC. Let me know if you have any questions,
Regards
Bernée

REACTIVE

Media : Vancouver Sun/Postmedia - (Ottawa Correspondent)
Contact : @postmedia.com,
Issue: YVR Case
Deadline: asap

Questions:

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Q1. The Canadian Bar Association tells me they have lobbied the federal govt/CBSA for close to 20 years for a 24-7 hotline at the CBSA detention centre at YVR to the local immigration lawyers. They said if you had this kind of hotline this suicide could have been prevented. Could you please clarify asap your policy on the amount of access people in your holding facility have to telephones to contact lawyers. And is there a list made available to them of the CBA members who practice immigration law?

R1. The British Columbia Immigration Holding Centre provides access to telephones in both the male and female common areas for use by detained individuals who wish to make local and collect long-distance calls. Beside each telephone are signs which provide contact information for the Legal Services Society of British Columbia, the Canadian Red Cross and the UNHCR. Contact information for the CBSA Detention Liaison Officer, who is available to answer any questions or concerns detained individuals may have about the immigration detention process, is also available. Telephone calls can be made 24/7.

Those in custody at CBSA's immigration holding centres or in corrections facilities may be provided with access to in-person legal counsel upon request. These requests are routinely accommodated.

In addition, access to medical personnel and interpreters is provided, as needed. Any individual in detention also has access to Duty Counsel, who provide legal services free of charge.

Q2. Can you please respond to the allegation that your set-up violates the Charter rights of people in detention by allowing private contractors handle a person's liberty and security (ie - Genesis guards are responsible for locking and unlocking the cell doors, body search and monitor safety issues and ordering and supplying food and water etc,)? There may be CBSA supervision in the broadest sense of the word but not on site and no CBSA officers would be manning the holding cells.
R2. The CBSA acts in full accordance with Canadian law and ensures that our operations adhere to the provisions of the Canadian Charter of Rights and Freedoms.

The CBSA has national detention procedures in place and our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees (UNHCR).
The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Access to onsite CBSA Management is available 24/7.
Detainees that are assessed and found not to be low risk prior to or during their stay at the British Columbia Immigration Holding Centre, and individuals being held for periods longer than 72 hours, are transferred to the Vancouver City Jail or provincial correctional facilities.

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 04:29 PM
To: Bolton, Bernée
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Tks

Ken MacKillop
Director General | Directeur général
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From: Bolton, Bernée
Sent: January 31, 2014 4:16 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ah, ok then. I should do that then.

From: MacKillop, Ken
Sent: January 31, 2014 1:15 PM
To: Bolton, Bernée; Dyck, John
Subject: Re: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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Have you consulted with UNHCR Communications? And the Mexican Consulate?
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From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
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Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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VPs don't want a video.

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From: Weber, Caroline
Sent: January 31, 2014 3:52 PM
To: Bolduc, Martin; MacKillop, Ken; Xavier, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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Canada Border Services Agency/Agence des services frontaliers du Canada
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6th floor/Room 6001
Ottawa, ON K1A 0L8

Phone: 613-960-6596

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Good message, I do not see the value in the video
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À : Bolduc, Martin; Xavier, Caroline; Weber, Caroline
Cc : CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Objet : CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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Your approval of her statement and the approach is requested.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

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When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

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"First and foremost we wish to extend our deepest condolences to the family at this difficult time.

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From: MacKillop, Ken
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To: Weber, Caroline; Fiddy, Greg; Jarvis, Tracy
Cc: Bolduc, Martin; Tremblay-Weir, Guylaine; CBSA-ASFC-Media Relations; Bailey, Esme
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Merci

Ken MacKillop
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Here are the facts:

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Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure, however until such time as the BC Coroners Service completes their investigation, the CBSA will not be commenting further on the case."

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Director General | Directeur général
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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 04:11 PM
To: Bolton, Bernée; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

ONCE APPROVED.....hoping for today....

Ken MacKillop
Director General | Directeur général
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Communications Directorate
Canada Border Services Agency/
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ken.mackillop@cbsa-asfc.gc.ca
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From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ok, will it be posted today to our website or tomorrow?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

VPs don't want a video.

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From: Weber, Caroline
Sent: January 31, 2014 3:52 PM

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To: Bolduc, Martin; MacKillop, Ken; Xavier, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

I like this a lot. I agree with Martin – no video.

One "typo": "agency" should be capitalized, in the sentence: "The agency fully complied with the RCMP's investigation which has since been closed. "

Caroline Weber
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Canada Border Services Agency/Agence des services frontaliers du Canada
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6th floor/Room 6001
Ottawa, ON K1A 0L8

Phone: 613-960-6596

From: Bolduc, Martin
Sent: January 31, 2014 3:44 PM
To: MacKillop, Ken; Xavier, Caroline; Weber, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: Re: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Good message, I do not see the value in the video
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : MacKillop, Ken
Envoyé : Friday, January 31, 2014 03:30 PM
À : Bolduc, Martin; Xavier, Caroline; Weber, Caroline
Cc : CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Objet : CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Good afternoon,

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Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"First and foremost we wish to extend our deepest condolences to the family at this difficult time.

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Here are the facts.

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Ken MacKillop
Director General | Directeur général
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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 04:10 PM
To: Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Both

Ken MacKillop
Director General | Directeur général
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From: Dyck, John
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To: MacKillop, Ken
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Once/if this is approved – is it just for posting on the website or is it being considered for direct distribution to media?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

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From: Weber, Caroline
Sent: January 31, 2014 3:52 PM

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To: Bolduc, Martin; MacKillop, Ken; Xavier, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
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From: MacKillop, Ken
Sent: January 31, 2014 04:08 PM
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Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: Re: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 04:05 PM
To: Fiddy, Greg; Jarvis, Tracy
Cc: Weber, Caroline; Bolduc, Martin; Tremblay-Weir, Guylaine; CBSA-ASFC-Media Relations; Bailey, Esme
Subject: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Importance: High

Greg, Tracy, the following message from RDG Pacific has been approved by VP Ops and VP Cab. Submitted to you for EVP/Pres approval pls. Thank you

Statement on incident at British Columbia Immigration Holding Centre

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 03:30 PM
To: Bolduc, Martin; Xavier, Caroline; Weber, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Importance: High

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 02:56 PM
To: Dyck, John; Bolton, Bernée
Subject: Re: STATEMENT BCHIC VERSION 3

If we were to tape, can Roz do a French version?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Dyck, John
Sent: Friday, January 31, 2014 02:53 PM
To: MacKillop, Ken; Bolton, Bernée
Subject: RE: STATEMENT BCHIC VERSION 3

We are adding just a couple more things per the RDG's comments... should be good to go in a few minutes

---

From: MacKillop, Ken
Sent: January 31, 2014 11:53 AM
To: Bolton, Bernée
Cc: Dyck, John
Subject: RE: STATEMENT BCHIC VERSION 3

Tks. Looks good – would only change 'after incident investigation' to we are reviewing the incident – unless of course there is a formal investigation that we plan to eventually comment on.

Ken MacKillop
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From: Bolton, Bernée
Sent: January 31, 2014 2:39 PM
To: MacKillop, Ken
Cc: Dyck, John
Subject: FW: STATEMENT BCHIC VERSION 3

Ken, Roz, Kim and John are reviewing this version.

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From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

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including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

From: MacKillop, Ken
Sent: January 31, 2014 9:34 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

Ken MacKillop
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From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts…

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Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

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Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

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Ken MacKillop
Director General | Directeur général
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Communications Directorate
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ken.mackillop@cbsa-asfc.gc.ca
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From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Couple of suggestions in the text...

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

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From: MacKillop, Ken
Sent: January 31, 2014 10:39 AM
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC
Importance: High

Hi Roz,

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As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

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Tks

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From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM

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To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

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Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 02:55 PM
To: Jarrette, Amy; Bailey, Esme
Subject: Fw: STATEMENT BCHIC VERSION 3

Latest....

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 02:53 PM
To: Bolton, Bernée
Cc: Dyck, John
Subject: RE: STATEMENT BCHIC VERSION 3

Tks. Looks good – would only change 'after incident investigation' to we are reviewing the incident – unless of course there is a formal investigation that we plan to eventually comment on.

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From: Bolton, Bernée
Sent: January 31, 2014 2:39 PM
To: MacKillop, Ken
Cc: Dyck, John
Subject: FW: STATEMENT BCHIC VERSION 3

Ken, Roz, Kim and John are reviewing this version.

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

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From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red...

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action

. This is the first and only incident of death in CBSA custody in British Columbia.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

From: MacKillop, Ken
Sent: January 31, 2014 9:34 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

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From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts...

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

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Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

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The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

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Ken MacKillop
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From: Dyck, John
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To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

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Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
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From: MacKillop, Ken
Sent: January 31, 2014 10:39 AM
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC
Importance: High

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From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM
To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

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Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 02:53 PM
To: Bolton, Bernée
Cc: Dyck, John
Subject: RE: STATEMENT BCHIC VERSION 3

Tks. Looks good – would only change 'after incident investigation' to we are reviewing the incident – unless of course there is a formal investigation that we plan to eventually comment on.

Ken MacKillop
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From: Bolton, Bernée
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To: MacKillop, Ken
Cc: Dyck, John
Subject: FW: STATEMENT BCHIC VERSION 3

Ken, Roz, Kim and John are reviewing this version.

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

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CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Couple of suggestions in the text...

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 02:35 PM
To: Dyck, John
Subject: RE: Revised Statement - BCIHC

Hi John,

I'd like to get it moving through here – any chance I can get it soon?

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts...

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

RELEASED UNDER THE ACCESS TO INFORMATION ACT
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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 01:57 PM
To: 'Jean-Christophe.DeLeRue@ps-sp.gc.ca'
Cc: Jarrette, Amy
Subject: Heads up - Statement on BCIHC incident

Hi J-C,

President would like us to put out a local release in BC to address some of the allegations being made by groups out there. We are in the process of finalizing sign-offs here and will get it up asap.

Tks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 31, 2014 12:42 PM
To: Weber, Caroline; Bolduc, Martin; Xavier, Caroline
Cc: Fiddy, Greg; Jarrette, Amy; CBSA-ASFC-Media Relations
Subject: Statement - BCIHC

As an update, we have a draft statement in with Rosalyn for her review/approval. Will be moving it up this afternoon.

Tks

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
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Government of Canada | Gouvernement du Canada

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 30, 2014 07:28 PM
To: Graham, Maja; Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; Umar-Khitab, Naaman; Jarrette, Amy
Subject: Re: For URGENT approval: Vancouver Sun query on BCIHC

Maja, pls hold.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 06:18 PM
To: Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Jarrette, Amy
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Hello Susan. Just following up on this request. Amended version below with Enforcement and Intelligence Programs input. Thank you, Maja

Media: Vancouver Sun

Question. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

Response. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. Access to speaking to legal counsel is never denied to detainees, and in person access is routinely permitted.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

If pressed:
Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.

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Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, suicide prevention awareness and fingerprinting.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 30, 2014 5:28 PM
To: Graham, Maja; Bolton, Stephen; Kramer, Susan
Cc: Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: RE: For URGENT approval: Vancouver Sun query on BCIHC

Please review amended version below – many thanks.

From: Graham, Maja
Sent: January 30, 2014 5:17 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: For URGENT approval: Vancouver Sun query on BCIHC

Hello Stephen and Susan. For urgent approval - Vancouver Sun query on BC IHC case. Seeking your approval by 6:15. Thank you, Maja

Media: Vancouver Sun
~~Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?~~

-

~~R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:~~
~~• The care and control of persons detained under the Immigration and Refugee Protection Act at the B.C. Holding Centre at the Vancouver International Airport;~~
~~• The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;~~
~~• The provision of escorting detainees in their departure from Canada; and,~~
~~• The performance of other security duties as required by the CBSA~~

-

~~The CBSA retains responsibility for all CBSA operations.~~

-

~~The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.~~

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. ~~In person access is routinely permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision.~~ Access to speaking to legal counsel is never denied to detainees, and in person access is routinely permitted.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

If pressed:
Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.

Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.

~~If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.~~

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Thursday, January 30, 2014 04:28 PM
To: Bolton, Stephen; Kramer, Susan
Cc: Jarrette, Amy; Stokes, Mark; Bailey, Esme; MacKillop, Ken; Umar-Khitab, Naaman; Rocheleau, Lisa
Subject: Heads up - Vancouver Sun query on BCIHC

Hello Stephen and Susan. Just a heads up that Pacific Region is working on a media response to address additional questions from Vancouver Sun on BCIHC case. Questions focus on the role of Genesis, detainees access to legal counsel and visitors, and detainees access to phones. As soon as we receive the response from Pacific Region, we will share it with both of you for your urgent approval. In addition, Public Works provided the Notice of Proposed Procurement for Genesis to the reporter which is attached. Thank you very much, Maja

Questions from Vancouver Sun:

1. What role does Genesis play at the YVR border services holding cells?

2. Is there someone from CBSA on site at all times overseeing the Genesis people.

3. What training do Genesis employees working at YVR have

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4. How often are the guards at YVR required to check on detainees.

5. You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.

6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

<<SPA-VAN1-12140130120 70.pdf>> <<SPA-VAN1-12140130120 70.pdf>>

Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

Canada Border Services Agency | Agence des services frontaliers du Canada

maja.graham@cbsa-asfc.gc.ca

Telephone | Téléphone 613-952-0522

Facsimile | Télécopieur 613-952-1797

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 29, 2014 05:32 PM
To: 'Jean-Christophe.DeLeRue@ps-sp.gc.ca'; Graham, Maja
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; 'Frederik.Boisvert@ps-sp.gc.ca'; Johnson, Mark: PS / SP; 'issues.enjeux@ps-sp.gc.ca'; 'Jason.Tamming@ps-sp.gc.ca'
Subject: Re: For Approval: Media queries - BCIHC case (updated response)

JC, we'd also like to state that we have not asked for any confidentiality agreement. There is an allegation that we have "silenced the family".

Any concerns with this?

Thanks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: Wednesday, January 29, 2014 05:16 PM
To: Graham, Maja
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Boisvert, Frederik <Frederik.Boisvert@ps-sp.gc.ca>; Johnson, Mark: PS / SP; MacKillop, Ken; Issues / Enjeux <issues.enjeux@ps-sp.gc.ca>; Tamming, Jason <Jason.Tamming@ps-sp.gc.ca>
Subject: RE: For Approval: Media queries - BCIHC case (updated response)

OK

From: Graham, Maja [mailto:Maja.Graham@cbsa-asfc.gc.ca]
Sent: January-29-14 4:44 PM
To: deleRue, Jean-Christophe
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Boisvert, Frederik; Johnson, Mark; Mackillop, Ken; Issues / Enjeux; Tamming, Jason
Subject: For Approval: Media queries - BCIHC case (updated response)

Hello Jean-Christophe. For your approval – updated response to queries regarding the BCIHC case. Our updated response includes messaging on national detention standards. Seeking your approval as soon as possible. Thank you, Maja

MEDIA QUERIES

Media: (CKNW Radio) (Vancouver Sun) and 4 other queries
Issue: BCIHC case

Response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

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The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Questions (CKNW Radio): The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions (Vancouver Sun):

1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?
2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?
4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?
5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?
6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?
7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?
8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?
9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
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Facsimile | Télécopieur 613-952-1797

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 29, 2014 08:08 AM
To: Wilson, Gillian; Christiansen, Calvin
Subject: FW: Update: BCIHC

Gil,

Do you want to add this to the CBSA Today given the many media stories today?

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: MacKillop, Ken
Sent: January 28, 2014 5:38 PM
To: Weber, Caroline; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; Khouryati, Joanne; Jarvis, Tracy; CBSA-ASFC-Media Relations
Subject: RE: Update: BCIHC

Good afternoon,

MO has asked us to provide our response on an individual basis to reporters vice posting a statement. Thus far, it has been provided to the following media:

- Globe and Mail -
- 24 Hours –
- Vancouver Sun –
- CBC –
- The Province –
- Global News-

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Additionally, the MO has released the following:

"We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Weber, Caroline
Sent: January 28, 2014 5:33 PM
To: MacKillop, Ken; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

Is this out yet? Have we tweeted? Is it on our web site?

Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 03:31 PM Eastern Standard Time
To: Bolduc, Martin; Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: RE: FOR URGENT APPROVAL: Draft statement - BCIHC

RCMP national have confirmed that their investigation into this matter is closed.

Ken MacKillop
Director General | Directeur général
Direction des communications/

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Communications Directorate
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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolduc, Martin
Sent: January 28, 2014 3:14 PM
To: Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I am ok
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Weber, Caroline
Envoyé : Tuesday, January 28, 2014 03:13 PM
À : Jarrette, Amy; Bolduc, Martin; Blanchard, NathalieX
Cc : Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Objet : Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I approve.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 03:04 PM Eastern Standard Time
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: FOR URGENT APPROVAL: Draft statement - BCIHC

In lieu of an on camera response, we are proposing to post a statement on our website as soon as possible today, and tweeted (no posting on the wire). Pacific has a number of media enquiries on the issue and it would be useful to have an official statement to point to.

Here is a draft CBSA statement for your approval, which combines our previous lines, QPN, as well as update re: RCMP investigation (which has been highlighted – we are confirming with RCMP HQ). Please advise of any comments.

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*****

Statement on death of short-term detainee at B.C. Immigration Holding Centre

On December 20, 2013 first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroner's investigation is ongoing.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 28, 2014 05:38 PM
To: Weber, Caroline; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; Khouryati, Joanne; Jarvis, Tracy; CBSA-ASFC-Media Relations
Subject: RE: Update: BCIHC

Good afternoon,

MO has asked us to provide our response on an individual basis to reporters vice posting a statement. Thus far, it has been provided to the following media:

- Globe and Mail -
- 24 Hours -
- Vancouver Sun -
- CBC –
- The Province
- Global News-

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Additionally, the MO has released the following:

"We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797

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ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Weber, Caroline
Sent: January 28, 2014 5:33 PM
To: MacKillop, Ken; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

Is this out yet? Have we tweeted? Is it on our web site?

Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 03:31 PM Eastern Standard Time
To: Bolduc, Martin; Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: RE: FOR URGENT APPROVAL: Draft statement - BCIHC

RCMP national have confirmed that their investigation into this matter is closed.

Ken MacKillop
Director General | Directeur général
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ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolduc, Martin
Sent: January 28, 2014 3:14 PM
To: Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I am ok
Martin

Sent from my BlackBerry handheld.

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Envoyé à partir de mon BlackBerry.

De : Weber, Caroline
Envoyé : Tuesday, January 28, 2014 03:13 PM
À : Jarrette, Amy; Bolduc, Martin; Blanchard, NathalieX
Cc : Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Objet : Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I approve.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 03:04 PM Eastern Standard Time
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: FOR URGENT APPROVAL: Draft statement - BCIHC

In lieu of an on camera response, we are proposing to post a statement on our website as soon as possible today, and tweeted (no posting on the wire). Pacific has a number of media enquiries on the issue and it would be useful to have an official statement to point to.

Here is a draft CBSA statement for your approval, which combines our previous lines, QPN, as well as update re: RCMP investigation (which has been highlighted – we are confirming with RCMP HQ). Please advise of any comments.

*****

Statement on death of short-term detainee at B.C. Immigration Holding Centre

On December 20, 2013 first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroner's investigation is ongoing.

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MacKillop, Ken

From: MacKillop, Ken
Sent: January 28, 2014 03:31 PM
To: Bolduc, Martin; Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: RE: FOR URGENT APPROVAL: Draft statement - BCIHC

RCMP national have confirmed that their investigation into this matter is closed.

Ken MacKillop
Director General | Directeur général
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From: Bolduc, Martin
Sent: January 28, 2014 3:14 PM
To: Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I am ok
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Weber, Caroline
Envoyé : Tuesday, January 28, 2014 03:13 PM
À : Jarrette, Amy; Bolduc, Martin; Blanchard, NathalieX
Cc : Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Objet : Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I approve.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
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Guimond, Julie

From: Stokes, Mark
Sent: January 29, 2014 03:51 PM
To: Guimond, Julie; Jarrette, Amy; Giolti, Patrizia; Karaiskos, Panayiota; MacIntosh, ScottM
Cc: Reasbeck, Melanie; Proulx, Michel
Subject: Re: twitter comments

Thanks Julie; IM/PA are all over it.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Guimond, Julie
Sent: Wednesday, January 29, 2014 03:49 PM
To: Stokes, Mark; Jarrette, Amy; Giolti, Patrizia; Karaiskos, Panayiota; MacIntosh, ScottM
Cc: Reasbeck, Melanie; Proulx, Michel
Subject: FW: twitter comments

Mark,

Heads-up, maybe this would warrant a conversation in the next couple of days.... This was flagged by our social media team.

Please note that this petition (see link below) is missing crucial information, such as (but not limited to) the fact

Please note that the petition is addressed to:

Steven Blaney, Minister of Public Safety
Barb McLintock, BC Coroners Service
Lisa Lapointe, Chief Coroner
Luc Portelance, President of CBSA
Roslyn MacVicar, Pacific Regional Director CBSA
John Dyck, Metro Vancouver District Director CBSA
Wayne Easter, Public Safety Critic
Randall Garrison, Public Safety Critic
Prime Minister Stephen Harper

Let's discuss further. Julie

From: Clyde, Erin
Sent: January 29, 2014 2:19 PM
To: Guimond, Julie
Cc: Dolan, Sarah
Subject: twitter comments

Hi Julie,
Just wanted to give you a heads up/ FYI that we received the following two tweets today:

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shireen soofi @ShireenSoofi 18m @CanBorder kept the death of Lucia Vega Jimenez a secret for more than a month.Sign this petition to demand justice! https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death

and this one regarding the maps on our website (with a location error):

Martin Leprohon @martinleprohon 3 hrs @CanBorder Maps for LaMacaza AOE shows Hebert street in Granby instead of Hebert Road at Tremblant Airport. http://www.cbsa-asfc.gc.ca/do-rb/offices-bureaux/1221-eng.html

We've responded to the second one with this:*@martinleprohon Hi Martin, thank you for bringing this to our attention! We've passed it on to our colleagues responsible for the maps.*

Thanks!
Erin

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Cyr, Chantale

From: CBSA-ASFC-Media Relations
Sent: January 31, 2014 12:34 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: Revised Statement - BCIHC

From: MacKillop, Ken
Sent: January-31-14 12:34:15 PM (UTC-05:00) Eastern Time (US & Canada)
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

Ken MacKillop
Director General | Directeur général
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Communications Directorate
Canada Border Services Agency/
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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts...

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

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Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général

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Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Couple of suggestions in the text...

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

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Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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ken.mackillop@cbsa-asfc.gc.ca
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From: MacKillop, Ken
Sent: January 31, 2014 10:39 AM
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC
Importance: High

Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

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While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

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Tks

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ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM
To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

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"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

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For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Cyr, Chantale

From: Bolton, Bernée
Sent: January 28, 2014 06:05 PM
To: MacVicar, Roslyn; MacKillop, Ken; Scoville, Kim; Dyck, John; Gray, Yvette-Monique; Boldt, Perry; Jarrette, Amy; Stokes, Mark
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage Afternoon edition

End of day to follow – many of the reporter's follow up inquiries had 4 – 5pm deadlines. Social media activity has dropped off but notable.

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what

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happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

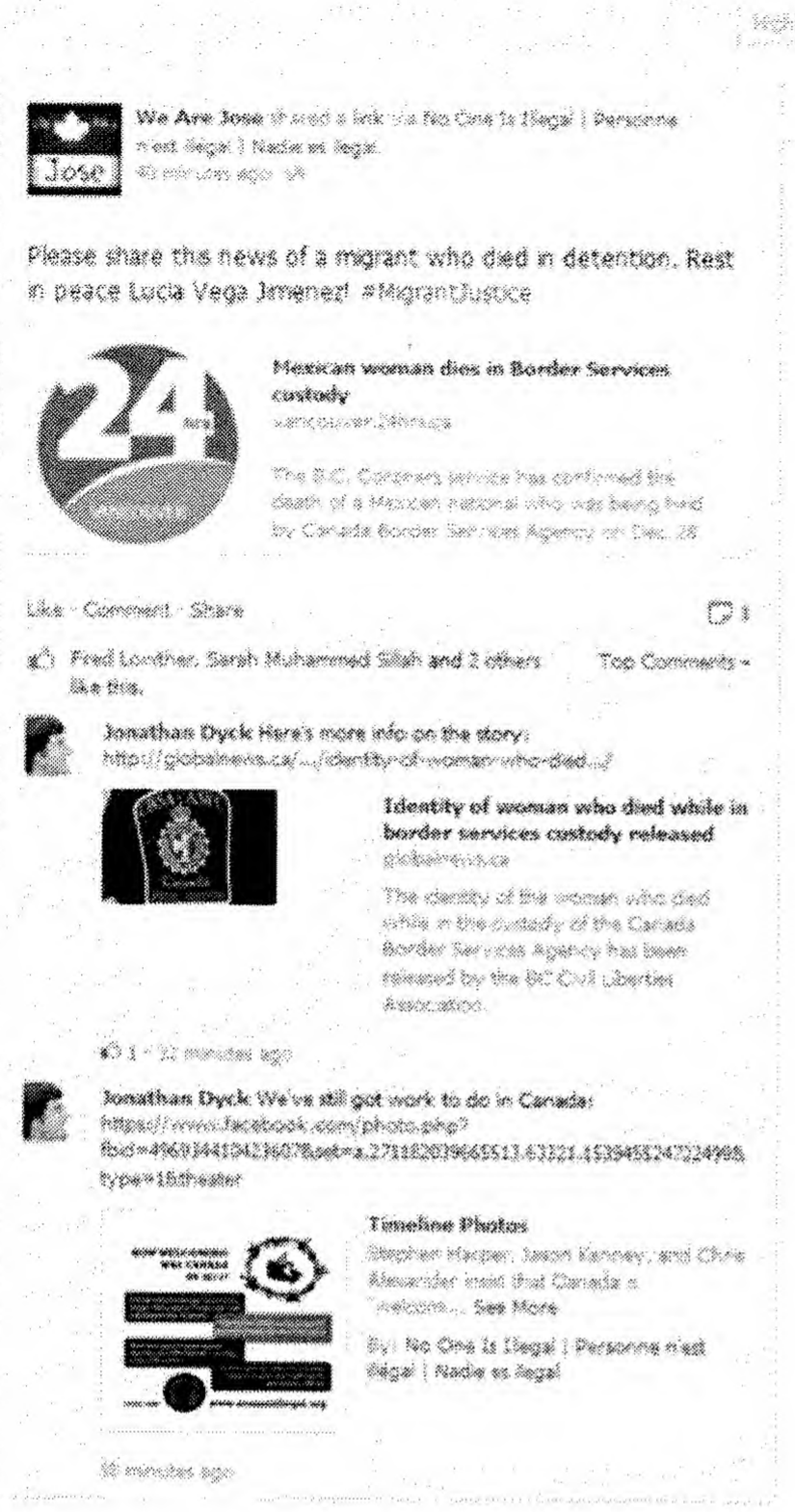
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered...Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered...CBC; Vancouver Sun; Huffington Post BC

Facebook

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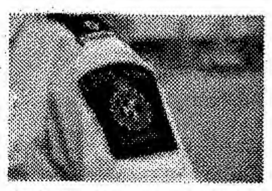


TWITTER (as of 3 pm PST)

1.  **We Are Jose**_@wearejose_9 mins

Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #**cbsa** #humanrights #wearejose #langley


Helena Handbasket @MyPetGloat 16 hrs
Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

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7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual "Wanted by the CBSA": [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services ...


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 ...


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca


Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn ... #cdnimm #cbsa

Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

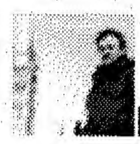
CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F ...

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR


David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, **Vancouver Sun**, **24 Hours**; **The Huffington Post**; **Global News**; **Globe and Mail**; **Metro News**; **CBC** ; **CTV**; **Bay Today**; **Canoe**; **News 1130**; **Toronto Sun**; **Calgary Herald**; **Edmonton Journal**; Edmonton Examiner

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Cyr, Chantale

From: Giolti, Patrizia
Sent: January 28, 2014 01:46 PM
To: Stokes, Mark
Cc: Bailey, Esme
Subject: FW: Media Coverage

From: Bolton, Bernée
Sent: January 28, 2014 1:42 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Gray, Yvette-Monique; Clarke, Laura; Morris, George; Jarrette, Amy; Giolti, Patrizia
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage

Here is the full coverage so far. Richmond RCMP Public Affairs just confirmed they spoke to Global TV and CBC this morning with an update on their investigation.

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.
Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28.
She said the incident is considered an in-custody death, so it will be investigated thoroughly.
She would not speculate on what might have caused the death.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

Twitter Roll-up:

1.  **David P Ball** @davidpball 20 mins

.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

2.  **Irwin Oostindie** @Dutchphoto 54 mins

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RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #**CBSA** deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …

3.  **Irwin Oostindie** @Dutchphoto 3 hrs

RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #**CBSA** 100.5FM w2media.ca

4.  **Scott Neigh** @canadianlefty 3 hrs

Migrant woman dies while incarcerated by Canadian border officials: http://bit.ly/1mRQ3gy #shame #migration #**cbsa**

5.  **Tatiana Gomez** @GomezLawAvocate 5 hrs

Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #**cbsa**

6.

1. **The Vancouver Sun** @VancouverSun 15 hrs

B.C. Coroners Service investigating death of woman, 42, after arrest by #**CBSA** at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Retweeted 6 times

7:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

1. **Media Mornings** @W2Media 14 hrs

TUES 7am 100.5FM @RadioLabour, #tarsands @Khelsilem, #Sochi 2014 #Olympics #LGBT, #Chechnya, #**CBSA** & deaths in custody #cdnpoli #immigration

1.  **David P Ball** @davidpball 16 hrs

Mexican woman dies in #**CBSA** custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

2.  **David P Ball** @davidpball 16 hrs

Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #**CBSA** #immigration #cdnpoli

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1. **CTV British Columbia** @CTVBC_3h

#BC Coroners Service probes death of woman who was held at #**YVR**. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

View photo Hide photo

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Cyr, Chantale

From: Nadon, Luc - CBSA
Sent: January 29, 2014 10:07 AM
To: Giolti, Patrizia; Stanford, Alex; Laframboise, André; Karaiskos, Panayiota; Hanash, Keith; Bailey, Esme; Sutton, Sean
Cc: Hawkins, Keren; Le Breton, Gilles; Walsh, PaulG; MacKillop, Ken; Stokes, Mark; CBSA-ASFC_Comms_Coordination; Jarrette, Amy; Bianchi, Cristina
Subject: RECAP: Tactics meeting January 29, 2014

Attendees:

Luc Nadon, Keith Hanash, Panayiota Karaiskos, Mark Stokes, Cristina Bianchi, Paul Walsh, Amy Jarrette, Alex Stanford, André Laframboise, Sean Sutton, Gilles Le Breton

Absent:

Issues Management:

- CIC Minister Chris Alexander announced yesterday that Senior Ukrainian officials will not be allowed entry into Canada. It is not clear if this means visas will be cancelled or the Minister will invoke his new authority for refusal.
  http://www.cic.gc.ca/english/department/media/statements/2014/2014-01-28.asp

- Name tags: The Occupational Health and Safety Tribunal is expected to provide a ruling on whether or not the CBSA addressed BSO's safety concerns in regards to the wearing of name tags. The Customs and Immigration Union, on behalf of officers, sent a notice in April 2013, indicating that CBSA had contravened Canada's Labour Code. NBOC to follow-up with BOD.
  http://www.infomedia.gc.ca/ps-sp/articles/unrestricted/2014/01/ps-20141911763942_10.htm

- High profile case: Media is reporting that Lucia Vega Jimenez died in Vancouver's Mount St. Joseph's Hospital on December 28, 2013. Jimenez was taken to the hospital on December 20, 2013, from CBSA's holding cells at Vancouver International Airport. Media was reporting that the Charter does not apply to detainees. However, detainees are protected by the Charter, have access to consular services and also have access to the Red Cross. Communications is considering providing supplementary responses to address these erroneous reports.
  http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement
  http://www.news1130.com/2014/01/28/cbsa-detention-can-be-a-political-no-mans-land/

- Supreme Court Decision: John King, a former employee of the Canada Border Service Agency (CBSA) and President of the local union, was issued a 30-day suspension and shortly thereafter was terminated on November 20th, 2007 for disciplinary reasons. He grieved the two actions and his case has been heard and dismissed by the Public Service Labour Relations Board in 2010 and then the Federal Court of Appeal in 2013. Mr. King has sought leave to appeal to the Supreme Court of Canada. The Supreme Court of Canada is expected to release its decision in Mr. King's request for appeal tomorrow, January 30, 2014.

Announcements/follow-ups:

Roundtable:

- Cristina: Programs had concerns with two ATIs (Laval IHC and ADR for Somalia). Coordination following up with ATIP. PCO is changing the messaging used to respond to all of the Entry/Exit media calls (sometimes using the lines on Air).

- Alex: The President's message went out this morning.

- Panayiota: Hélène Vigeant joins the team today.

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- Paul: Wendy and Katherine are away today. Working on a President's message. Working on the printing of the BSO Reference Notebook.
- André: Correction to what was mentioned at Monday's Tactics, Karine will be here next week and away in March.
- Keith: Working on internal communications strategies (Atlas, Border Voice, etc…).
- Amy: Denise is away today.
- Luc: Received the Audit on Financial Forecasting and the Audit on Leave. Panayiota to work on media lines and Revisions working on a parallel edit. Please send all ATI reviews to me today as Denise is away. Will distribute the DEM calendar for input.
- Mark: Travis and Cristina are working on a Comms plan for tariff 9948. The SCC to hear an appeal from John King, former CBSA employee who was terminated. Request to carefully review all briefing books related to the PS ATI.

Luc Nadon
A/Senior Communications Advisor | Conseiller principal en communications/I
Communications Coordination | Coordination des communications
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa, ON
luc.nadon@cbsa-asfc.gc.ca
Telephone | Téléphone: **613-954-4880** / Facsimile | Télécopieur: 613-952-1797
Government of Canada | Gouvernement du Canada

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Cyr, Chantale

From: CBSA-ASFC_Issues_Management-Gestion_des_questions
Sent: January 29, 2014 08:44 AM
To: Abele, Victor; Allen, Kristine; Ardito-Toffolo, C; Aubertin-Giguère, Sébastien; Badour, Dan; Bailey, Esme; Banks, Carol; Barkema, Ian; Beauséjour, Annie; Bedard, Raymond; Bélanger, Maryse - CBSA; Berardi, Dave; Bergeron, Jean-Paul; Blanchard, NathalieX; Bolduc, Martin; Bonk, Simon; Boyd, Beverley; Branch, Tammy; Brown, Malcolm; Case-Management, CBSA-NHQ; Cavazzoni, Christiana; CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; CBSA-ASFC_Comms_Coordination; CBSA-ASFC_Issues_Management-Gestion_des_questions; Chénier, Maurice; Chiquette, Benoît; Chow, Jeanie; Christiansen, Calvin; Clarke, Chris; Comerford, Richard; Coughlin, Tim; Critchlow, Tom; Delgaty, Lauren; Desormeaux, Barry; Dyck, John; Feniak, Mike; Fiddy, Greg; Fradette, Saman; Frank, Darren; Gardiner, Michael; Gaudette, Anne; Gaudreau, Lyne; Geoghegan, Tony; Giguere, Pierre; Gray, Yvette-Monique; Hawkins, Keren; Henderson, Chris; Hill, PeterD(CBSA); Hoeg, Earl; Imrie, Megan; Jarvis, Tracy; Kateb, Claude; Keller, Diane; Khouryati, Joanne; Kline, Anne; Kramer, Susan; Lalonde, Joanne (HR); Lamont-Baerg, Susan; Lechasseur, Gino; Leckey, Geoff; Lefort, Patrick; LeFrank, Andrew; Levecque, Steven; MacKillop, Ken; MacVicar, Roslyn; McLeod, Adam; McRoberts, Brent; Newbury, Russell; Normand, Louis-Paul; Palamedes, Dena; Patten, Brent; Petrow, Sabrina; Portelance, Luc; Porteous, Rachel; Rados, Bruna; Rancourt, Heather; Reza, Arianne; Rochette, Claude; Rumig, Brian; Saunders, Tom; Scoville, Kim; Sheridan, Norm; Skappak, Mike; Soper, Lesley L; St-Amour, Jean-Guy; Stokes, Mark; Stolarik, Kristine; Therriault-Power, Camille; Thibodeau, MarcR (HRB-HQ); Tremblay-Weir, Guylaine; Vinette, Denis R.; Vragovic, Goran; Vrbanac, Paul; Walker, Donald; Weber, Caroline; Wex, Richard; Wilson, Gillian; Xavier, Caroline
Cc: Wilson, Gillian; Christiansen, Calvin; Petrow, Sabrina; CBSA-ASFC_BOC-WRC_Supervisors-Superviseurs_COF-CCM; MacKillop, Ken; Jarrette, Amy; Pigeon, Chantal; Braund, Regan; Young, Brad; Banks, Carol; Baron, Martine; Saunders, Kimberly; Leckey, Geoff; Murphy, Larry.J
Subject: Daily Issues Brief January 29, 2014

January 29, 2014 @ 8:15 a.m. Issues Management Teleconference Brief

Attendees: Issues Management Secretariat, Gillian Wilson (Chair), Calvin Christiansen (NBOC), Sabrina Petrow (BOC), Tim Larocque (BOC), Ken MacKillop (Communications), Amy Jarrette (Communications), Chantal Pigeon (Comptrollership), Regan Braund (Case Management) and Brad Young (Case Management). Duty Executives: Geoff Leckey (Operations), Kimberly Saunders (Programs), Larry Murphy (Human Resources), Carol Banks (ISTB) and Martine Baron (ISTB Projects).

Hot Issues: N/A

Ongoing Issues:

- CIC Minister Chris Alexander announced yesterday that Senior Ukrainian officials will not be allowed entry into Canada. It is not clear if this means visas will be cancelled or the Minister will invoke his new authority for refusal. http://www.cic.gc.ca/english/department/media/statements/2014/2014-01-28.asp

Roundtable:
Calvin Christiansen (NBOC):

- Name tags: The Occupational Health and Safety Tribunal is expected to provide a ruling on whether or not the CBSA addressed BSO's safety concerns in regards to the wearing of name tags. The Customs and Immigration Union, on behalf of officers, sent a notice in April 2013, indicating that CBSA had contravened Canada's Labour Code. NBOC to follow-up with BOD.

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http://www.infomedia.gc.ca/ps-sp/articles/unrestricted/2014/01/ps-20141911763942_10.htm

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  http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement
  http://www.news1130.com/2014/01/28/cbsa-detention-can-be-a-political-no-mans-land/

Ken MacKillop (Communications):

- Supreme Court Decision: John King, a former employee of the Canada Border Service Agency (CBSA) and President of the local union, was issued a 30-day suspension and shortly thereafter was terminated on November 20th, 2007 for disciplinary reasons. He grieved the two actions and his case has been heard and dismissed by the Public Service Labour Relations Board in 2010 and then the Federal Court of Appeal in 2013. Mr. King has sought leave to appeal to the Supreme Court of Canada. The Supreme Court of Canada is expected to release its decision in Mr. King's request for appeal tomorrow, January 30, 2014.

Nicholas Bowman
A/ Junior Program Officer | Agent subalterne des programmes (i)
Issues Management Secretariat | Secrétariat de la gestion des questions
National Border Operations Centre Directorate | Direction du centre national des opérations frontalières
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa ON K1A 0L8
Issues_Management-Gestion_des_questions@cbsa-asfc.gc.ca
Telephone | Téléphone: Contact your Branch Duty Executive | Contactez votre directeur/directrice de séjour de votre secteur
Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada
Protection / Service / Integrity | Protection / Service / Intégrité

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Cyr, Chantale

From: MacKillop, Ken
Sent: January 28, 2014 09:13 PM
To: Bolton, Bernée; Stokes, Mark; Jarrette, Amy; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: Tv

Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Bolton, Bernée
Sent: Tuesday, January 28, 2014 09:10 PM
To: MacKillop, Ken; Stokes, Mark; Jarrette, Amy; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Tv

Global bc

coroner did on camera interview. Ref claim noted. Questioning why a month to report. Didn't discover for an hour. Genesis on camera: under investigation. cbsa can't answer any questions. Fed opposition.questionning standard of using contract companies. Rich rcmp concluded no crim..

Cbc using bst1 footage . Coroners on camera won't comment on cause. Mexican reporterr on camera. U don't belong get desperate. Rich police say not crim in nature. bc civ lib state lack independant over sight.

Not sure about ctv

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Cyr, Chantale

From: deleRue, Jean-Christophe <Jean-Christophe.DeLeRue@ps-sp.gc.ca>
Sent: February 1, 2014 08:12 PM
To: MacKillop, Ken
Cc: Giolti, Patrizia; Stokes, Mark; Boisvert, Frederik; Caron, Vincent
Subject: Re: Mexican Consulate

Thank you Ken. Keep us posted.

Jean-Christophe de Le Rue

From: MacKillop, Ken [mailto:Ken.MacKillop@cbsa-asfc.gc.ca]
Sent: Saturday, February 01, 2014 08:11 PM
To: deleRue, Jean-Christophe
Cc: Giolti, Patrizia; Stokes, Mark
Subject: Fw: Mexican Consulate

J-C, for your info as well.

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Saturday, February 01, 2014 12:30 PM
To: 'Williams, Christopher' <Christopher.Williams@pco-bcp.gc.ca>; Mojsej, Charles: DFAIT / MAECI
Cc: Giolti, Patrizia; Weber, Caroline; Bolduc, Martin
Subject: Mexican Consulate

Chris, Charles,

A heads up that the Mexican Consulate in Vancouver has written a letter to CBSA late Friday requesting details surrounding the incident.

Will get you more details on the content of the letter later today. There are a couple of articles stemming from an interview with the Consul-General yesterday:

Mexican consulate seeking answers

Death of woman being held by Canadian Border Services came as a surprise to consul-general

Brian Morton and Peter O'Neil, Vancouver Sun

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The Mexican consulate did everything possible to help suicide victim Lucia Vega Jimenez and wants answers about how the Mexican woman was treated before her death, the Mexican consul general said Friday.

"We are angered by what happened and we expect answers from the authorities that have jurisdiction in this case," Claudia Franco Hijuelos said Friday at a news conference. "We were by her side from the beginning attending to her requests and, of course, offering help. We do not know what were the personal motivations of her to commit such a terrible, difficult act and we can only feel for her and her family in this circumstance."

Vega Jimenez hanged herself Dec. 20 in a **Canada Border Services Agency** holding cell at Vancouver International Airport.

She died in hospital eight days later.

She had no family with her, no close friends and worked illegally as a hotel cleaner, sending all her earnings to support her ailing mother in Mexico.

In the week before her suicide, the 42-year-old Vancouver woman was despondent after her savings were stolen while she was in custody.

The **CBSA's** regional director general said Friday allegations that the agency attempted to conceal information are "false.

"The **CBSA** alerted first responders and the **RCMP** immediately, and notified other independent organizations including the Consulate in Vancouver, as per our standard procedures," Roslyn MacVicar said in a news release.

Hijuelos said the consulate had contact with Vega Jimenez after she was taken into custody for having an unpaid transit ticket and ensured that she had legal counsel.

She said the consulate learned of her arrest two or three days after Vega Jimenez was taken into custody.

"We provided the services she requested. We offered other services she did not accept. She seemed to be accepting the situation.

"It came to us as a surprise that she attempted suicide and we learned this from the **Canadian** authorities. It was a very timely notification that we received and in that same vein we expect the independent investigation to be carried out as fully and swiftly as possible so we might know what were the facts surrounding the attempted suicide and her death.

"There was personal contact on several occasions (with Jimenez) and there was telephone contact also."

Hijuelos said consulate staff were "very professional" with Vega Jimenez, even providing options regarding transition houses in Mexico.

Some lawyers say the installation of a 24/7 immigration lawyer hotline - which would automatically put the detainee in touch with a lawyer - could help prevent such deaths in custody.

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Such a lawyers' hotline isn't going to lead to any change in the status of those incarcerated, since **CBSA** has the right to remove them at that point without referral to courts, according to veteran Vancouver immigration lawyer Lawrence Wong.

But Wong said the ability to talk to lawyers can help calm down people in that situation, assuring them they are bEIng treated according to the law.

Wong, who has visited clients at the YVR holding cells, said the **CBSA's** operation of the cell presents a potential violation of Canada's Charter of Rights and Freedoms.

When lawyers call the detention centre the person answering the phone is an employee of Genesis, the private security company contracted by the **CBSA**, according to Wong.

He said all staff members in the detention area in the basement are Genesis employees, whereas **CBSA** staff work at a different section upstairs at the airport.

"This raises a charter issue, which is letting private contractors handle a person's liberty and security matters. Genesis guards will be responsible for locking and unlocking the cell doors, body search and monitor safety issues and ordering and supplying food and water, etc.," Wong wrote in an email.

"There may be CBSA supervision in the broadest sense of the word, but not on site, and certainly (not) when I saw my clients. No **CBSA** officers would be manning the holding cells."

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Cyr, Chantale

From: CBSA-ASFC-Media Relations
Sent: January 31, 2014 06:33 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For urgent approval: 2 Media Queries on BCIHC / YVR Case

Importance: High

From: Carnadin, Amitha
Sent: January-31-14 06:33:23 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications; MacKillop, Ken
Subject: For urgent approval: 2 Media Queries on BCIHC / YVR Case

Hello,

For urgent approval. Please see proposed responses for our two remaining queries on the YVR case. These have been RDG approved.

Thank you,
Amitha
640-666-3434

2 REACTIVE QUERIES:

Media : Vancouver Sun/Postmedia - (Ottawa Correspondent)
Contact : @postmedia.com,
Issue: YVR Case
Deadline: asap

Questions:

Q. The Canadian Bar Association tells me they have lobbied the federal govt/CBSA for close to 20 years for a 24-7 hotline at the CBSA detention centre at YVR to the local immigration lawyers. They said if you had this kind of hotline this suicide could have been prevented. Could you please clarify asap your policy on the amount of access people in your holding facility have to telephones to contact lawyers. And is there a list made available to them of the CBA members who practice immigration law? Can you please respond to the allegation that your set-up violates the Charter rights of people in detention by allowing private contractors handle a person's liberty and security (ie - Genesis guards are responsible for locking and unlocking the cell doors, body search and monitor safety issues and ordering and supplying food and water etc,)? There may be CBSA supervision in the broadest sense of the word but not on site and no CBSA officers would be manning the holding cells.

R. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously.

The CBSA has national detention procedures in place that are in line with international standards, and our facilities are regularly monitored by independent organizations. The CBSA acts in full accordance with Canadian law and ensures that our operations adhere to the provisions of the Canadian Charter of Rights and Freedoms.

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The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport, that can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Access to on-site CBSA Management is available 24/7.

Individuals detained at the British Columbia Immigration Holding Centre are provided with access to telephones in both the male and female common areas for use in making local and collect long-distance calls. Beside each telephone are signs which provide contact information for the Legal Services Society of British Columbia, the Canadian Red Cross and the United Nations High Commission for Refugees (UNHCR). Contact information for the CBSA Detention Liaison Officer, who is available to answer any questions or concerns detained individuals may have about the immigration detention process, is also available. Telephone calls can be made 24/7.

In-person legal counsel may be accessed upon request. These requests are routinely accommodated. In addition, access to medical personnel and interpreters is provided, as needed. Any individual in detention also has access to Duty Counsel, who provide legal services free of charge.

Detainees that are assessed and found not to be low risk prior to or during their stay at the British Columbia Immigration Holding Centre, and individuals being held for periods longer than 72 hours, are transferred to the Vancouver City Jail or provincial correctional facilities.
****

Media: Vancouver Sun –
Contact: @vancouversun.com
Deadline: asap
Issue: YVR Case, BCIHC, private security guards

From Reporter: I am working on another story on the in-custody death of Ms. Jimenez. I saw your response to Kim's questions yesterday – hours after her deadline -- and it only sort of half answers question 5. So I am putting these questions to you again. These are procedural questions that do not breach anyone's confidentiality or compromise any investigation. I would like CBSA to address each question individually, please. And if you are not able to answer, please tell me why you are not able to answer. If there is some piece of legislation or national security concern preventing you from doing so, I would like to know what it is.

Questions

1. **What role does Genesis play at the YVR border services holding cells?**

2. **Is there someone from CBSA on site at all times overseeing the Genesis people?**

3. **What training do Genesis employees working at YVR have?**

4. **How often are the guards at YVR required to check on detainees?**

5. **You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine? Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.**

6. **Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?**

7. **Is there any requirement for CBSA to report deaths of detainees in custody to the public? What, if anything, is the CBSA doing to prevent such occurrences in the future?**

RESPONSE:

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The CBSA has national detention procedures in place which are in line with international standards and are regularly monitored by independent organizations. The CBSA acts in full accordance with Canadian law and ensures that our operations adhere to the provisions of the Canadian Charter of Rights and Freedoms.

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. CBSA Management is on site 24/7 and the Agency retains full responsibility for all CBSA operations.

Those in custody may be provided with access to in-person legal counsel upon request. These requests are routinely accommodated. In addition, access to medical personnel and interpreters is provided, as needed. Any individual in detention also has access to Duty Counsel, who provide legal services free of charge.

The British Columbia Immigration Holding Centre has telephones available in both the male and female common areas, which can be used to make local and collect long-distance calls. Beside each telephone are signs that provide contact information for the Legal Services Society of British Columbia, the Canadian Red Cross and the UNHCR. Contact information for the CBSA Detention Liaison Officer, who is available to answer any questions or concerns detained individuals may have about the immigration detention process, is also available. Telephone calls can be made at any time.

Detained individuals that are assessed and found not to be low risk prior to or during their stay at the British Columbia Immigration Holding Centre, and individuals being held for periods longer than 72 hours, are transferred to the Vancouver City Jail or provincial correctional facilities.
With regards to transparency, what we can tell you is that the CBSA alerted first responders and the RCMP immediately and provided notification to the Mexican Consulate in Vancouver as per our standard procedures. As with any serious incident, the CBSA is reviewing operational procedures.

In respect of the independent process of the BC Coroners Service investigation, the CBSA is not in a position to release further information.

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Cyr, Chantale

From: CBSA-ASFC-Media Relations
Sent: January 31, 2014 06:27 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For approval

From: deleRue, Jean-Christophe
Sent: January-31-14 06:26:04 PM (UTC-05:00) Eastern Time (US & Canada)
To: Giolti, Patrizia
Cc: Boisvert, Frederik; Tamming, Jason; Issues / Enjeux; CBSA-ASFC-Media Relations; MacKillop, Ken; Bianchi, Cristina; PAC, CBSA-Communications
Subject: Re: For approval

Ok

Jean-Christophe de Le Rue

----- Original Message -----
From: Giolti, Patrizia [mailto:Patrizia.Giolti@cbsa-asfc.gc.ca]
Sent: Friday, January 31, 2014 06:23 PM
To: deleRue, Jean-Christophe
Cc: Boisvert, Frederik; Tamming, Jason; Issues / Enjeux; CBSA-ASFC-Media Relations <Media.Relations@cbsa-asfc.gc.ca>; Mackillop, Ken; Bianchi, Cristina <Cristina.Bianchi@cbsa-asfc.gc.ca>; PAC, CBSA-Communications <PAC_CBSA-Communications@cbsa-asfc.gc.ca>
Subject: For approval

Good evening Jean-Christophe, for approval. These are previously approved and used messages on same topic.
Tks

Media: Agence France Presse Montreal
Contact: afpmontreal@afp.com
Issue: YVR case
Deadline: asap

Question: seeking any information you can provide about a Mexican woman who died in CBSA custody.

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

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The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About Detention:

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres.
The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Cyr, Chantale

From: CBSA-ASFC-Media Relations
Sent: January 31, 2014 05:59 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: For Approval -- Media Query AFP on YVR Case

Importance: High

From: Bolton, Bernée
Sent: January-31-14 05:59:12 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications
Subject: FW: For Approval -- Media Query AFP on YVR Case

For approval on previously approved lines. Deadline is 30 minutes.

REACTIVE

Media: Agence France Presse Montreal
Contact: , afpmontreal@afp.com
Issue: YVR case
Deadline: asap

Question: seeking any information you can provide about a Mexican woman who died in CBSA custody.

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About Detention:

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the UNHCR (United Nations High Commission for Refugees).

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The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

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Cyr, Chantale

From: deleRue, Jean-Christophe <Jean-Christophe.DeLeRue@ps-sp.gc.ca>
Sent: January 31, 2014 05:41 PM
To: MacKillop, Ken; Bailey, Esme; Bolton, Bernée
Cc: CBSA-ASFC-Media Relations; Stanford, Alex; Bianchi, Cristina; Giolti, Patrizia; Dyck, John; Stokes, Mark
Subject: Re: For urgent approval: CBSA statement BC IHC

Thank you Ken

Jean-Christophe de Le Rue

From: MacKillop, Ken [mailto:Ken.MacKillop@cbsa-asfc.gc.ca]
Sent: Friday, January 31, 2014 05:34 PM
To: Bailey, Esme; Bolton, Bernée <Bernee.Bolton@cbsa-asfc.gc.ca>
Cc: CBSA-ASFC-Media Relations <Media.Relations@cbsa-asfc.gc.ca>; Stanford, Alex <Alex.Stanford@cbsa-asfc.gc.ca>; Bianchi, Cristina <Cristina.Bianchi@cbsa-asfc.gc.ca>; deleRue, Jean-Christophe; Giolti, Patrizia; Dyck, John <John.Dyck@cbsa-asfc.gc.ca>; Stokes, Mark
Subject: FW: For urgent approval: CBSA statement BC IHC

Esme, Bernée,

We will **not** be issuing or posting the statement this evening, but instead will be using the text from the statement in our various responses to today's media calls. Please put the calls in for approvals with the recommended response as per normal process.

Jean-Christophe, we will be moving the calls and responses to you for approval soon.

Thank you

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: January 31, 2014 4:34 PM
To: MacKillop, Ken
Subject: FW: For urgent approval: CBSA statement BC IHC

Please call me.

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From: Bailey, Esme [mailto:Esme.Bailey@cbsa-asfc.gc.ca]
Sent: January-31-14 4:16 PM
To: deleRue, Jean-Christophe
Cc: Bianchi, Cristina; CBSA-ASFC-Media Relations; Boisvert, Frederik; Issues / Enjeux; Tamming, Jason; Johnson, Mark; Mackillop, Ken
Subject: For urgent approval: CBSA statement BC IHC

Hello Jean-Christophe. For approval. Statement to be issued by Pacific Region. Text is at translation and we will share when ready. Seeking approval ASAP. Thanks. Esme

Statement on incident at British Columbia Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre

Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure, however until such time as the BC Coroners Service completes their investigation, the CBSA will not be commenting further on the case."

Esme Bailey
Senior Media Spokesperson | Porte-parole principale
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa ON
esme.bailey@cbsa-asfc.gc.ca
Telephone | Téléphone 613-948-4013 / Facsimile | Télécopieur 613-952-1797 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Cyr, Chantale

From: CBSA-ASFC-Media Relations
Sent: January 31, 2014 04:10 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

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From: Fiddy, Greg
Sent: January-31-14 04:09:08 PM (UTC-05:00) Eastern Time (US & Canada)
To: MacKillop, Ken; Jarvis, Tracy
Cc: Weber, Caroline; Bolduc, Martin; Tremblay-Weir, Guylaine; CBSA-ASFC-Media Relations; Bailey, Esme
Subject: Re: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ken, will wait to hear from you as we've just discussed. Thx

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 04:04 PM
To: Fiddy, Greg; Jarvis, Tracy
Cc: Weber, Caroline; Bolduc, Martin; Tremblay-Weir, Guylaine; CBSA-ASFC-Media Relations; Bailey, Esme
Subject: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Greg, Tracy, the following message from RDG Pacific has been approved by VP Ops and VP Cab. Submitted to you for EVP/Pres approval pls. Thank you

Statement on incident at British Columbia Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

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Here are the facts:

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 15, 2014 02:24 PM
To: Hoogstraten, Ken
Subject: NY Patient specifications

http://www.omh.ny.gov/omhweb/patient_safety_standards/guide.pdf

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 15, 2014 02:29 PM
To: Hoogstraten, Ken
Subject: ICRC information

http://www1.umn.edu/humanrts/monitoring/chapter9.html

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 15, 2014 02:29 PM
To: Hoogstraten, Ken
Subject: ICRC information

http://www1.umn.edu/humanrts/monitoring/chapter9.html

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UNIVERSITY OF MINNESOTA
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Training Manual on Human Rights Monitoring - Chapter IX: Visits To Persons In Detention

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Appendix 1: "Summary Report After Visit to Detention Facility"

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Appendix 3: "Guidelines for Coordination in the Field Between International Committee of the Red Cross delegates and field officers of the Human Rights Field Operation in Rwanda with regard to visits to persons deprived of their freedom in Rwanda"

A. Introduction and Definitions

1. This section will discuss **international standards relating to detention** and treatment of detainees. In addition, this section sets forth **guidelines for undertaking** both global and focused **visits to places of detention**.

2. The following **definitions** have been adapted from the Body of Principles for the Protection of Persons under Any Form of Detention or Imprisonment.(1)

3. "**Arrest**" means the act of apprehending a person for the alleged commission of an offence or by the action of an authority.

4. "**Detainee**" is any person deprived of personal liberty as a result of administrative detention, pre-trial detention, or conviction for an offence; prisoners of war; and persons held in mental institutions. See definition of "prisoner" below. There is some diversity in the way the term "detainee" is used in various countries. For example, a "detainee" under the Body of Principles relates principally to the pre-trial period and does not include persons held after conviction, that is, prisoners. In some countries "detainee" may refer only to those persons who are held under administrative order or under security legislation, and may not relate to individuals held in connection with the criminal process. In any case, this section seeks to comprehend the broadest possible use of the term "detainee" to cover all persons who are deprived of their liberty or are otherwise held in governmental custody. Accordingly, "detainees" include those persons held in prisons, police stations, mental institutions, centres for asylum seekers, juvenile institutions, military prisons, etc. In communicating with local and national officials, however, HROs are advised to understand and use the most appropriate terminology.

5. "**Detention**" includes pre-trial, administrative, and post-conviction deprivation of liberty or any other condition in which a "detainee" is deprived of liberty.

6. "**Prisoner**" means any person deprived of personal liberty as a result of conviction for an offence.

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7. "**Prison**" means post-conviction imprisonment.

8. "**Global visits**" are visits to the entire prison or other detention facility.

9. "**Focused visits**" relate to specific detainees or a particular problem within a prison or other detention facility.

B. International standards relating to detention and treatment of detainees

1. Generally applicable standards

10. A number of international human rights treaties set forth standards of treatment for individuals in detention or prison. A brief summary of those standards has been adapted from Human Rights and Pre-trial Detention: A Handbook of International Standards relating to Pre-trial Detention(2). While this Manual sets forth the basic principles, summarized information cannot replace detailed standards. For detailed references, the HRO should refer to the last part of this section **F "Further reference"** which contains a full list of documents.

11. These standards are set forth here because they should inform the HRO in visiting places of detention and in working to ameliorate the conditions under which detainees are held. Hence, the standards can assist the HRO in knowing what to request and expect from officials who are responsible for detention facilities. HROs should, however, be very careful when referring to specific instruments or standards to esnure that the relevant officials understand that the **international standards provide a minimum level of protection for detainees**. Government officials should be encouraged to provide conditions which exceed those minimum standards. It is conceivable that officials who are already exceeding international standards in some respects and are given particular instruments, they may be tempted to decrease the quality of care provided detainees. Hence, HROs are encouraged to exercise their good judgement in seeking an amelioration of conditions of detention in referring to specific standards.

a. Non discrimination

12. The first international principle relating to detention and other aspects of governmental policy is non-discrimination. When implementing rights, States should assure those rights to every person within

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their jurisdiction. See Universal Declaration, Art. 2; Covenant on Civil and Political Rights, Arts. 2(1) and 26. Pursuant to rule 6(2) of the Standard Minimum Rules, special measures respecting religious and moral beliefs do not constitute discrimination in violation of the above standards. Measures designed to protect the rights and special status of women, juveniles, aged, sick, or handicapped persons are not discriminatory (Principles on Detention, principle 5(2)).

b. Prohibition of torture and cruel, inhuman or degrading treatment or punishment

13. A second fundamental precept is found in Article 5 of the Universal Declaration of Human Rights and Article 7 of the Covenant on Civil and Political Rights: "no one shall be subjected to torture and cruel, inhuman or degrading treatment or punishment".

14. Article 2 of the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment requires each State Party to "take effective legislative, administrative, judicial or other measures to prevent acts of torture in its territory". Further, Article 16 requires State Parties to "undertake to prevent in its territory any other acts of cruel, inhuman or degrading treatment or punishment when such acts are committed by or at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity". These principles are also found in Articles 3 and 4 of the Declaration on the Protection of All Persons from being Subjected to Torture and other Cruel, Inhuman, or Degrading Treatment or Punishment.

15. **Corporal punishment, punishment by placing in a dark cell**, and all other cruel, inhuman or degrading punishments are completely prohibited as punishments for disciplinary offences by rule 31 of the Standard Minimum Rules. The prohibition against torture and cruel treatment has been authoritatively interpreted to forbid prolonged solitary confinement for all detainees. In addition, detainees should be provided with information about disciplinary offences and punishments, as well as information about their rights (Standard Minimum Rules, rule 35; Principles on Detention, principle 30).

16. **Law enforcement officials**, in their relations with persons in custody or detention, **shall not use force** (Principles on the Use of Force, principle 15) **or firearms** (Principles on the Use of Force, principle 16) **except in certain very limited circumstances incluidng self-defence and the defence of others against an immediate, serious threat**. Further, rule 33 of the Standard Minimum Rules states that, "Instruments of restraint, such as handcuffs, chains, irons and straight jackets, shall never be applied as punishment."

c. Physical conditions of detention

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17. Further, the authorities have an obligation to treat all persons deprived of their liberty with dignity and humanity as required by Article 10(1) of the Covenant on Civil and Political Rights. This principle guarantees a **minimum level of physical conditions of detention**. All accommodation provided for the use of detainees should meet minimum standards of health (rules 10 and 19 of Standard Minimum Rules). Detainees should keep their persons clean (rule 15 of Standard Minimum Rules), and should be permitted daily exercise in the open air (rule 21 of Standard Minimum Rules). In addition, detainees should be provided with adequate, wholesome food, and drinking water pursuant to rule 20 of the Standard Minimum Rules. Detainees should also be allowed to wear clothing that is clean and adequate (rule 17 of the Standard Minimum Rules).

18. In addition, detained and imprisoned persons are entitled to adequate **medical, psychological, and dental care.** (See rules 22, 24, and 25 of the Standard Minimum Rules; principles 24, 25, and 26 of the Principles on Detention).

d. Religion, culture, education

19. Detainees should be allowed to satisfy the **needs of their religious life** (Art. 18(1) of Covenant on Civil and Political Rights; rule 42 of the Standard Minimum Rules). Detained or imprisoned persons should also have the right to obtain reasonable quantities of **educational, cultural and informational material.** (See Principles on Detention, principle 28; Standard Minimum Rules, rules 39 and 40; Basic Principles on Prisoners, principle 6.) In addition, the **opportunities for meaningful employment** during detention required by principle 8 of the Basic Principles on Prisoners promote the dignity and human rights of detainees.

e. Supervision of places of detention

20. Effective supervision of places of detention by **impartial authorities** interested in maintaining humane treatment is vital for the protection of the human rights of detainees. Pursuant to rule 36 of the Standard Minimum Rules and principle 33 of the Principles on Detention, detained or imprisoned persons should have the right to make a request or complaint regarding their treatment. In the event of the death of a detainee, special measures must be taken to find its cause and prosecute any persons found responsible, especially in cases of torture or ill-treatment. See Principles on Prevention of Execution, principles 9, 12, and 13. Further, in order to supervise the strict observance of relevant laws and regulations, places of detention shall be **visited regularly by qualified and experienced persons external to the prison administration.** See Principles on Detention, principle 29. Detained or imprisoned persons have the right to communicate freely and in full confidentiality with the persons who visit in accordance with principle 29 of the Principles on Detention.

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21. All money, valuables, clothing, and other effects belonging to a detainee which s/he is not allowed to retain after admission should be placed in safe custody until release (rule 43 of the Standard Minimum Rules).

2. Standards particularly applicable to pre-trial detainees

According to Article 9 of ICCPR, detention pedning trial should be the exception rather than the rule. There are several issue to be considered to asses whether pre-trial detention is necessary in a given case, including:

-- are there reasonable grounds to believe that the person has committed the offence?

-- would the deprivation of liberty be dosproprotionate to the alleged offence and expected sentence?

-- is there a danger that the suspect will abscond'

-- is there a significant dnager that the suspect will commit further offences?

-- is there a danger of serious interference with thecourse of justice if the suspect is released?

-- would bail or release on condition be sufficient?

International human rights instruments contain specific standards to be applied to people in pre-trial detention. These standards provide for additional guarantees and protections in view of the particular situation of pre-.trial detainees as individuals who are deprived of one of their fundamental human rights - the right to liberty - without having been convicted for an offence yet.

a. Presumption of innocence

22. One of the distinctions between pre-trial detainees and convicted persons is that pre-trial detainees have "the **right to be presumed innocent** until proved guilty according to law." (Universal Declaration, Art. 11(1); Covenant on Civil and Political Rights, Art. 14(2)). Further, pursuant to Article 10(2)(a) of the Covenant on Civil and Political Rights and rule 84(2) of the Standard Minimum Rules, unconvicted persons are guaranteed the right to separate treatment appropriate to their status.

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23. Presumption of innocence, requires better treatment for persons who are not yet detained as punishment. See rules 86, 87, 88, and 91 of Standard Minimum Rules. All detainees (whether pre-trial or post-conviction) are entitled to humane treatment, but the use of discipline and restraints is also guided by respect for the presumed innocence of the pre-trial detainee.

b. Segregation

24. The different categories of detainees are to be segregated in accordance with Article 10(2) of the Covenant on Civil and Political Rights and rule 8 of the Standard Minimum Rules. **Accused persons should be kept separate from convicted persons,** and **juveniles should be segregated from adults. Men and women should be detained in separate institutions**. Pre-trial detainees in many countries are subject to the worst conditions of confinement. Pre-trial detention facilities are often overcrowded, antiquated, unsanitary, and unsuited for human habitation. Detainees are held for months or even years while their cases are investigated and processed by the judicial system.(3)

c. Prohibition of arbitrary arrest

25. Arrest begins the process of detention. No one should be subjected to arbitrary arrest or detention. (See Universal Declaration, Arts. 3 and 9; Covenant on Civil and Political Rights, Art. 9(1); African Charter, Art. 6; American Convention, Art. 7; European Convention, Art. 5(1).) Further, pursuant to principle 9 of the Principles on Detention, arrest must **always be subject to judicial control or supervision** to ensure that it is legal. As set forth in principle 12 of the Principles on Detention, **accurate records of arrests should be kept** for effective judicial supervision and the prevention of disappearances.

d. Notification of reasons for arrest and charges

26. Article 9(2) of the Covenant on Civil and Political Rights contemplates a two-stage notification process: at the moment of arrest, a person must be told the reason s/he is being taken into custody; within a short period of time, the person must be informed of the charges brought against him or her. Principle 13 of the Principles on Detention extends the notification requirements to the detained person's rights, especially the right to legal counsel.

e. Judicial access

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27. The right to be brought promptly before a judicial authority, whose function it is to **assess whether a legal reason exists for a person's arrest and whether detention until trial is necessary**, is guaranteed by Article 9(3) of the Covenant on Civil and Political Rights. (See also Principles on Detention, principles 11 and 37.) Article 9(3) of the Covenant on Civil and Political Rights also guarantees the right to **trial within a reasonable time or to release pending trial**. (See also Principles on Detention, principle 38.)

28. The **right to challenge one's detention before a judicial authority** is guaranteed to anyone deprived of his or her liberty, but is particularly relevant to pre-trial detainees. (See Universal Declaration, Art. 8; Covenant on Civil and Political Rights, Art. 9(4); and Principles on Detention, principle 32.)

f. Detention places

In addition, authorities should detain persons only in **official places of detention** (Art. 10 of Declaration on Disappearance) and **keep records of all detainees** (rule 7 of Standard Minimum Rules). These measures are important for securing the effective judicial oversight prescribed by principle 4 of the Principles on Detention.

g. Access to legal counsel

29. The right of access to counsel is guaranteed **in connection with the right to fair trial in the determination of a criminal charge against a person**. See Covenant on Civil and Political Rights, Art. 14(3); Standard Minimum Rules, rule 93; Principles on Detention, principle 17. Access to legal counsel is an important means of ensuring that the rights of a detainee are respected.

h. Access to outside world

30. In addition to having the right to communicate with legal counsel, detainees have the **right to communicate with the outside world, particularly with family and friends**. See principle 15 of the Principles on Detention and rule 92 of the Standard Minimum Rules. In addition, rule 44(1) of the Standard Minimum Rules requires authorities to inform relatives of a detainee's death in custody.

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i. Right not to be compelled to testify against oneself

31. Torture and ill-treatment are sometimes used to compel persons detained before trial to confess and divulge information. Principle 21 of the Principles on Detention prohibits the use of torture or ill-treatment to compel confessions or testimony. Further, pursuant to Article 15 of the Convention against Torture, State Parties shall ensure that statements procured by torture should not be used as evidence against anyone (except to prosecute the torturer).

j. Right to fair trial

32. Article 10 of the Universal Declaration and Article 14 of the Covenant on Civil and Political Rights have implications for the treatment of detainees. These articles ensure that all persons held on criminal charges have a **fair and public hearing** by an **independent and impartial tribunal**, as well as providing minimum guarantees (including effective access to legal counsel) necessary for **defense**.

3. Standards particularly applicable to administrative detention

33. Administrative detention occurs when **persons are deprived of liberty** by Government action, but **outside the process of the police arresting suspects and bringing them into the criminal justice system**. For example, foreigners who seek entry into a country, but are not found immediately admissible, may be subjected to administrative detention. In some countries, governments use administrative detention against political opponents. Because in some countries administrative detention is not reviewed by independent judicial authorities, it is easily subject to abuse by States. Article 9 of the Covenant on Civil and Political Rights provides that **no one shall be subjected to arbitrary arrest or detention**. The Government may derogate from its obligations under Article 9 during times of declared public emergency, but such a derogation is subject to the limitations of Article 4 of the Covenant on Civil and Political Rights. A person arrested or detained on a criminal charge shall be **entitled to trial within a reasonable period** (Art. 9(3) of the Covenant on Civil and Political Rights; principle 38 of the Principles on Detention). According to rule 95 of the Standard Minimum Rules, the above-mentioned rights are guaranteed to all people, even those persons arrested or imprisoned without charge.

34. The **right to an effective remedy** exists for acts which violate the rights or freedoms of a detainee. (See Universal Declaration, Art. 8; Covenant on Civil and Political Rights, Arts. 2 and 9; Principles on Detention, principle 35.)

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35. Further, the savings clauses in Article 5 of the Covenant on Civil and Political Rights and principle 3 of the Principles on Detention state that the standards contained therein cannot be used as a pretext to limit the application of fundamental human rights which are recognized by or applicable to the State in question.

4. Standards applicable to women

36. Women detainees are particularly **vulnerable to rape, other sexual violence, and sexual exploitation**. Such violations against women and their rights often go unnoticed and unreported. One reason for the "invisibility" of such violence against women detainees is clearly the overwhelmingly male nature of law enforcement and justice administration in many countries. **Sexual violence against women, committed by the State or its representatives, has been recognized as torture**. The relevant provisions of the Civil and Political Covenant, and the Torture Convention, are thus fully applicable to such situations.

Importantly, the Declaration on the Elimination of Violence against Women(4), provides that States should exercise "due diligence to prevent, investigate and in accordance with national legislation, punish acts of violence against women, whether those acts are perpetrated by the State or by private persons".

37. Measures that are designed solely to **protect the rights and special status of women**, especially pregnant women and nursing mothers, are not considered to be discriminatory. (See Principles on Detention, principle 5(2).)

Rule 53 of the Standards Minimum Rules states that women detainees should be attended and supervised by female officers and staff.

38. In accordance with rule 23(1) of the Standard Minimum Rules, special accommodations should be made for **pre- and post-natal care and treatment**. Where nursing infants are allowed to remain in the institution with their mothers, provision shall be made for a nursery where infants shall be placed when they are not in the care of their mothers. (See rule 23(1) of the Standard Minimum Rules.)

5. Standards applicable to juveniles

39. Because of their young age, juveniles receive special treatment in international human rights

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instruments. These standards should be implemented with the goal of **rehabilitation** in mind.

40. The Convention on the Rights of the Child, the Minimum Rules for the Administration of Juvenile Justice (Beijing Rules), and the United Nations Rules for the Protection of Juveniles Deprived of their Liberty establish minimum standards for the protection of juveniles deprived of their liberty. **"Juvenile" is defined as a person under the age of 18.** Juveniles should be presumed innocent, and shall have the right to legal counsel.

41. Juveniles deprived of their liberty have the right to facilities and services that meet all the requirements of health and human dignity. They should be **separated from adults**, and given **individualized treatment with an eye towards rehabilitation**. Wherever possible, prosecution of juveniles should be replaced by **alternative measures**. Further, juveniles should be permitted to pursue **education, vocational training, and work. See Chapter IV - E -)** for more detailed information.

C. Global detention facility visits

1. Defining preconditions and objectives

42. Global visits, that is **visits to the entire prison or other detention facility**, constitute one of the most difficult and sensitive monitoring tasks. Detainees have frequently been human rights victims of arbitrary arrest, ill-treatment, or other violations. They are among the most vulnerable in a society to further abuse. Hence, visits to detention facilities would appear to be an obvious priority for a UN human rights field operation. Nonetheless, a human rights field operation should pursue such visits only after careful reflection and planning. The first question the operation must ask is: What are the objectives in visiting this detention facility? Second, can this field operation realistically achieve those objectives? Global visits can be **extremely time-consuming**. Depending on the number of detainees, a global visit may require the efforts of several HROs for a few weeks. Also, a poorly planned visit to a detention facility, or a visit conducted without abiding by strict methodological standards as indicated below, can actually do **more harm than good**. Such a visit can raise false hopes in the detainees for prompt relief from their suffering. If the visits fail to make progress towards achieving such objectives as preventing torture, some improvements in conditions of the facility, and possibly the identification of detainees who were arbitrarily arrested, the detainees may actually suffer more from the dashed hopes than if the visits had never occurred.

43. Also, the **International Committee of the Red Cross** (ICRC) has the greatest experience in regard to visits to persons in detention, and the UN human rights field operation should ascertain whether the ICRC is already visiting persons in detention in the country of operation. If so, can the human rights field operation be of assistance or make progress in areas where the ICRC's mandate does not reach? Can the UN human rights operation develop a division of labour with the ICRC in which each can make a contribution? Such an agreement was, for example, established between the Human Rights Field

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Operation in Rwanda and the ICRC. A copy of that agreement is found in **Appendix 3** and is discussed below at **section E "Coordination with ICRC"**. Assessing the scope of complementarity between the ICRC and the UN field operations' action in a particular country, and deciding about an appropriate division of labour, is the responsibility of the leadership of the field operation and not of the individual HRO.

44. Once the UN human rights field operation has made a considered decision to pursue visits to places of detention, it should be aware of ICRC methods of work and their considerable experience from which some basic principles relating to such visits can be inferred. Also useful are **principles** drawn from the experience of previous UN human rights operations and the work of the European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment (ECPT). Those principles include the need for HROs to make **regular, repeated visits** to all detention centres and prisons; the officers must be able to **take note of the identity of the persons detained,** so that they can be seen again; the HROs **must be able to visit all detainees**; the officers must be able to **speak with detainees freely and without witnesses**; and the officers must be able to **visit all places of detention in the country**.

45. Global visits to places of detention can be made to **monitor the general human rights situation and make recommendations** on the operation and reform of the detention system. Specifically, the human rights operation's mandate may include the following among its principal objectives of a global visit:

(a) to put an end to torture and other ill-treatment, including for example, a systematic practice of beatings;

(b) to secure the release of persons arbitrarily detained for political reasons;

(c) to obtain access to justice for detainees in accordance with procedures and delays provided by law;

(d) to intervene or to assure that victims of human rights violations -- and specifically victims of beatings, ill-treatment, and torture -- receive medical care required by their condition;

(e) to ensure that the authorities responsible for detention centres establish a register of detainees, that it be kept up to date, and that it mentions the legal situation of the detainees; and

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(f) to promote, with the competent authorities and specialized organizations, improvement of the material and psychological detention conditions of the detainees.

2. Selection of HROs to visit places of detention

46. A global visit should be planned by the entire visiting team. Each person's role should be well-defined. HROs should also recognize that conducting a proper global visit takes a long time. It may take a few weeks to do a comprehensive global visit -- particularly on the first visit. As preparation for the visit, the HROs should study the first part of this Chapter in regard to international standards relating to detention and treatment of detainees, together with the Standard Minimum Rules for the Treatment of Prisoners as well as the Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment.

47. The **visiting delegation** should ordinarily be comprised of **a doctor and several HROs.** If problems of torture or ill-treatment are found, the doctor's participation in the visiting delegation will be particularly needed. Hence, the first visiting delegation should include a doctor. If no problems of torture are encountered, later visits might involve a nurse, public health professional, or other medical personnel. Experience suggests that it may be easier to elicit information from detainees if the doctor or one of the HROs is a woman. Accordingly, one or even all of the HROs could usefully be women -- particularly on a visit to a women's detention facility.

48. The advantage of having two or more persons is that they can compare notes and consult with each other during the detention facility visit. They can also defend and provide support for each other if challenged by detention facility authorities. In general, **they should generally work in teams of two** and remain together rather than separating during the detention facility visit.

49. The HROs should wear clothing which clearly distinguishes them from detention facility employees. They should **wear a badge or other clear indication of their UN status.** HROs should **not**, in general, **bring cameras, tape recorders, or similar instruments into the detention facility**, as such technology may raise security concerns on the part of the administrators of the detention facility and may raise suspicions in the authorities about the desire to publicize the information gathered. Also, such instruments may raise concerns for the detainees about the security of the information gathered. Under some occasional circumstances, tape recorders may be used for interviewing detainees. See **Chapter VIII "Interviewing"**.

3. Entering the detention facility and announcing the visit in advance

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50. It is ICRC practice that **a visit** to a detention centre **should be announced in advance** to give the authorities an opportunity to improve conditions as much as possible. While it may seem at first glance that such warning would give the authorities enough time to cover up any poor conditions, the ICRC considers this effort an advantage. Any improvements the Government makes will help the detention facilities.

51. **Surprise visits should**, however, **also be considered**. Surprise visits are especially effective when reasonable suspicion exists that visits are pre-arranged by authorities to cover up problematic practices. The ECPT particularly engages in surprise visits to police stations when they are otherwise vising a country's prisons, because it may not be possible to visit all such facilities in a country and sudden visits may give a more candid picture of police practices. In any case, surprise visits are not practicable in large facilities, because most of the prison guards will be notified of the visit before the HROs have reached much of the facility.

52. The HROs should always be on the **look-out for "temporary improvements"**. Hence, one of the questions to ask in detainee interviews is, "How does this day and the treatment you received differ from other days at the detention facility?" In addition, such "temporary improvements" need to be the subject of discussions with the warden/detention facility director at the end of the visit, so that such problems will not happen on future visits.

53. It would be helpful if the HROs **obtain and study a map of the detention centre before entering** the detention centre. The map will make it more likely that the officers will be able to find all detainees, and will prevent the officers from getting lost. Such a map may be requested from the detention facility authorities. A map may, however, need to be developed during the visit, from previous visitors (*e.g.*, from Physicians for Human Rights, Amnesty International, etc.) or from other sources. A map **should not**, however, be brought into the detention facility because it might be used by a detainee to plot an escape. In any case, during the visit one HRO should have the responsibility of developing a sense of the entire detention facility, so as to assure that the visitors do not miss parts of the facility.

4. Seeing the director of detention facility for initial discussion

54. **On entering** the detention facility, **the HROs should discuss the visit with the governor**, director, or warden. The HROs should explain who they are and briefly describe their mandate and working procedures. The officers need to conduct themselves with confidence and self-assurance. They should seek to **develop a rapport with the director** through initial small talk before getting down to business. In introducing themselves, it is useful for the HROs to present visiting cards. In **explaining their standard procedures** for visiting places of detention, the HROs should mention: the initial discussion with the director and possibly other prison personnel (including health professionals), the tour of all

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parts of the detention facility, the individual interviews in confidence with all those detainees whom the officers wish to see, the concluding discussion with the director, the summary report of the principal points and recommendations arising from the visit, and the resulting report to the central office of the field operation.

55. The HROs should be prepared to explain in simple terms why it is necessary for the officers to follow its standard procedures in visiting places of detention and be prepared to refer to the mandate of the field operation or any agreement which the field operation has made with the Government. The HROs should also be prepared to remind the director that the modalities of the visit have been set forth in the agreement, if that is the case, but it is also acceptable to remind the director that he may well benefit from the visit, for example, by obtaining further information about the situation in the prison, by helping him get resources from the central authorities through the recommendations from the HROs, etc. It may be useful - especially on the first visits - to carry a copy of the mandate or agreement in the local language, which can be shown to the director. The HROs should not bargain with the director over issues which were settled in the overall agreement with the Government. Instead, they should professionally and clearly indicate their expectations as to the visit. They should make it clear that they expect cooperation and that cooperation is the standard process.

56. The HRO should note that in some detention facilities the guards will be cooperative; in others, the guards may be uncooperative and possibly even threatening with their weapons. It may be useful for the HROs to carry letters of introduction from the Government to help assure cooperation. If they meet with resistance, the HROs should politely but firmly challenge the failure to cooperate and indicate that lack of cooperation will be pursued with higher Government officials.

57. In many cases it will be possible to have a reasonable discussion with the director of the detention facility. S/he may see the visit of the UN HROs as a way of trying to communicate to his or her superiors the need for more resources for the detention facility. The HROs may find two kinds of directors. Some directors have chosen work in the detention facility as their profession; in which case they may have a sense of orderly administration and have risen through the ranks to their present high position. Other directors may have been given that job as way of punishing them; they may have little idea of orderly management.

58. In any event, the HROs should ask the warden/director/governor a series of **standardized questions**. The officers should have read carefully any report from previous visits to the detention facility and make sure that they know precisely what had occurred in past contacts, so that they can discuss points which were made during previous visits and so that they can avoid being misled by comments from the director. In general, HROs should discuss with the director in the initial interview each of the points which were made in the summary report from the previous visit -- particularly those points which are likely to arise in discussions with the detainees. Other questions are suggested by the form of the report (see **Appendix 1** and **2**). The HROs should listen carefully to the responses of the director which may indicate a willingness to remedy past problems or problems that may arise. The detainees should later be asked the same questions, so that trouble spots and inconsistencies can be identified.

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59. In pursuing the discussion with the warden, the leader of the visiting human rights delegation should be in control of the interview and should ask his/her colleagues to participate as the leader sees fit. The other HROs in the delegation should not interrupt, but should make their views known by a quick note or some other discreet sign. The HROs should be prepared to handle requests for assistance from the director. What sorts of things can the human rights operation do and what can it not do? HROs should feel free to accept an offer of hospitality, such as lunch in the prison cafeteria or a cup of coffee, because it will give them an opportunity to have a discussion in a slightly less formal context, but they should not accept any offers which would jeopardize the appearance of independence and neutrality of the delegation, *e.g.*, a suggestion that the director take a female delegate dancing that night.

60. At the end of the interview, the HROs should try to **summarize the result of the discussion** and then conclude on a friendly note with an indication that the HROs will be looking forward to seeing the director at the end of the visit. For further guidance on the meeting with the director and other officials, see **Chapter XVIII**.

5. Interviewing other officials

61. HROs should also visit with lawyers, religious advisors, educators, doctors, and others who provide care to detainees in the detention facility. These individuals usually have an independent perspective of the facility as distinguished from those responsible for guarding the detainees.

62. For example, a doctor who is part of the visiting delegation should find that his/her professional relationship will allow medical personnel at the detention centre to share their experiences in a forthright manner. While some detention facility doctors become absorbed in the institutional ethos, their sense of professional responsibility and relationship may be of use in obtaining relevant information.

6. List of detainees and the roster

63. **Before going** to a detention facility, it would be helpful if the HROs collected the **names of some individuals who are thought to be held in the detention facility**, so that they have particular individuals about whom they may inquire.

64. The HROs should **ask the detention centre authorities for a detailed list of all detainees held in the facility.** If no such list exists, the HROs should insist that the detention authorities develop an

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adequate and up-to-date log including: names, date of birth, other personal details, the charges against each individual, the date of detention, the date of the next expected judicial procedure, health problems, etc. Such a register is required by rule 7 of the Standard Minimum Rules as well as Article 10 of the Declaration on Disappearances. The HROs should assist the detention facility authorities in making sure that such a list is compiled and regularly kept, but should not generally take over the role of compiling a roster. If there is no other way to assure that repeat visits can be properly conducted, if the authorities are unable to prepare a register, and if the human rights operation has adequate resources, HROs should consider preparing a register of detainees.

7. Visiting the entire facility

65. When touring the detention facility, the **HROs should decide which parts should be visited and which doors should be opened.** In principle, the HROs should visit the entire facility or at least satisfy themselves that they have seen all the detainees. The HROs should try to press for as much access as possible. Sometimes authorities cite security reasons or lost keys for not opening doors. The delegation may need to assess the truthfulness of such excuses. If appropriate, protests should be made through recourse to the human rights field operation central office and to higher levels of the Government.

66. HROs should be aware that some cells may have been walled up or otherwise hidden. One way of determining if there is a hidden cell is to look at the electrical wires in the ceiling. It is also helpful to consult other detainees or someone who has previously been to the detention facility. HROs may get information from other or former detainees, who will know where detainees are hidden.

8. Interviewing detainees

67. HROs should consider using **both group and individual interviews with detainees**. To save time on some general issues, the HRO may conduct group interviews, for example, of all detainees in a cell or a small section of the facility. Group interviews are useful for learning of common problems, identifying leaders, getting a sense of the political culture of the detention facility, and determining whom to interview separately. The HRO should also try to get a sense of what groups cannot be interviewed in front of other groups (for example, two opposing ethnic groups).

68. The HRO may want to identify the detainees who have become **leaders of detainee organizations**, factions, or groups, which ordinarily exist in detention facilities. It would be preferable to learn of the names of such leaders before entering the detention facility, but if the names are not known upon entry, individual detainees can be asked about such leaders. From the HRO's discussions with detainees and detainee leaders, the officer should be able to understand the culture of the detention facility. Which are the various groups or factions? Who are the underdogs? Who are the leaders of which groups? Leaders

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may be more vocal in identifying detention facility problems or they may be informants for the prison authorities. Leaders may be planted by the authorities and may not be the real leaders. In some contexts, the detainee leaders effectively control the facility. For this reason and others, identifying leaders may be provocative to the authorities. To avoid putting detainees in danger, the HRO may determine which cell block houses certain leaders, and then ask to interview detainees in that cell block. The HRO can then talk to a smaller group, chosen at random but including the leaders.

69. **All individual interviews with detainees should take place without witnesses** and at a spot decided by the HROs. The HROs should try to **identify a place which appears to be most secure from eavesdropping**. In general, the HRO should assume that there is no safe place to conduct an interview. Often the detention facility authorities will have prepared a particular room for interviewing. Because of the risk of eavesdropping, the HROs should not generally accept such offers. Sometimes interviews can be done in an unoccupied cell. In other situations, it may be possible to do the interview in a courtyard or in the detainee's own cell; often, however, such locations may be too unsecure and may make the detainee too nervous. For general observations on interviewing, see **Chapter VIII "Interviewing"**.

70. It is important to **gain the confidence of the detainee**. The detainee is likely to think that the HRO is a fake and has been planted by the authorities. The HROs should introduce themselves, the purpose of the visit, and the confidential nature of the interview. The HROs may have previously provided this information in a general announcement to all the detainees or all the detainees in a group/cell block/large cell, but it may be necessary to repeat the information during the individual interview. The HRO may want to offer water or cigarettes. The detainee should be assured that s/he is an anonymous source, unless the detainee wants his/her concerns to be identified and the HROs consider that a reprisal is unlikely.

71. In general, the first interview with a detainee should generally last at least 20 to 30 minutes -- not including any medical examination. The length of an interview will depend upon the issues covered. Interviews may take longer if there is a greater need to develop a sense of confidence and rapport. Interviews are also likely to take longer if torture may have occurred. In addition, interviews may take longer if an interpreter is involved. HROs may be able to reduce the length of interviews by letting a group of prisoners or their leaders know that they are or are not interested in more information about general conditions, *e.g.*, food, toilets, etc.

72. HROs should be prepared to be **very patient** with the detainee interviews. The detainees may not have had any other opportunity to tell their stories. The HRO on a detention facility visit should be prepared to hear very similar stories from each detainee. Nonetheless, the detainees have a real need to tell their own experiences. The UN HRO may be the first visitor the detainee has seen in a number of years. The HRO should never forget that at the end of the interview, s/he can leave the detention facility, but the detainee has to return to his or her cell. The HRO should keep attentive during interviews. If the HRO is beginning to get fatigued, s/he should take a break or otherwise renew his/her ability to stay alert.

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73. A detainee may ask the HRO to carry a message to his/her family or a family may similarly request a HRO to deliver a message to the detainee. The ICRC manages a well-established system of exchanging written messages between detainees and their families; those messages are routinely reviewed by the authorities before they are delivered. **In general, human rights field officers should not accept written messages and should urge that the correspondents use the ICRC system.** If the ICRC is not active in the country or in that facility, the human rights operation should consider carefully whether it wants to replicate the ICRC message system. Individual HROs should not, in general, accept written messages from or to detainees, because they may raise security concerns for the authorities.

74. A HRO on a global detention facility visit may want to insist on seeing all detainees in a particular detention facility or may pick some detainees at random. Otherwise, there is a risk of reprisals against individual detainees who have been interviewed. During a second or repeated visit, the HRO should **call back most of the detainees seen on previous visits** to assure that they have not suffered reprisals.

9. Departing meeting with director

75. A detention centre visit should **end with another meeting with the director**. Many of the same considerations apply to both the initial and the departing meeting. See **Chapter Section C-4 "Seeing the director of detention facility for initial discussion"**. The HROs may use the departing meeting to request clarification of discrepancies between the initial information provided by the director and the information collected during the visit from observation and interviewing the detainees.

76. In preparing for the departing interview the visiting team should consider what elements to raise and in what order. After some initial small talk, the HROs should tell the director the issues which will be discussed. The team might want to consider putting a relatively positive item first, so that they can establish a friendly rapport with the director, but they should not leave the most important issues until last. It is not necessary to raise every possible issue on a single visit.

77. Depending upon the policy of the field operation as to reporting visits to detention facilities, the team might, for example, explain that they will be sending a summary report (see **Appendix 1**) with the principal recommendations and conclusions of their visit to the prison director in a short time. The human rights field operation would also be likely to require the visiting HROs to prepare a fuller report (see **Appendix 2**) to the operation's central office. The central office may include the information in a report to the authorities, but that report may cover several institutions or particular issues. Hence, the larger report would not ordinarily be shared with a single prison director, but would be reflected in further contacts with the central authorities. The director should be promised a copy of the summary report, but the visiting team need not go into all these technicalities of human rights operation internal practice. Instead, they can simply indicate that **the director will be receiving a summary report** or a

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"report" on this visit.

78. The visiting team should be **practical in developing and presenting its recommendations to the prison director.** The HROs should be aware of prison regulations and international human rights standards, including the Standard Minimum Rules for the Treatment of Prisoners, in developing their recommendations, but they should not necessarily refer to those standards. Instead, they should rely principally on good sense under the circumstances. The director may be bound to provide the minimum treatment in the prison regulations, but the HROs can also ask him to provide better treatment. On major issues (such as lack of access to certain detainees), the team should consult the head of the field operation before the concluding discussion with the warden. If necessary, the visit could be suspended so that the head of the field operation could raise critical issues with the higher authorities, before the final discussion with the prison director.

79. At the concluding discussion, HROs should **make preliminary suggestions for improvements** and offer assistance where appropriate (*e.g.*, blankets, disinfection of cells, mail services, or training of detention facility officers -- to the extent the human rights operation has those services available). It may or may not be within the human rights operation's mandate to provide such assistance, but the operation may be able to identify other sources of assistance. It is not the objective of the human rights operation to substitute itself for the existing prison or justice system, but the operation should encourage the proper functioning of existing structures and may provide assistance, if within the mandate and if available. If medicine or other materials are provided to the director, the team should ask the director to sign a receipt for the materials and should give a copy to other relevant officials, *e.g.*, the doctor for medicines.

80. The visiting team should give the director an opportunity to respond to the recommendations and listen to the director carefully. At the end of the interview, the HROs should summarize those understandings and promise to send the director a "report" on the visit in a few days. The discussion with the director should conclude on a positive note.

10. Follow-up and reporting

81. UN HROs should **promptly after a visit to a detention facility prepare a summary report** indicating the principal points and understandings arising from the visit and the concluding interview with the prison director. A draft form of the summary report (**Appendix 1**) has been provided for adaptation to local conditions. The HROs should also prepare a longer and more detailed report for the central office of the operation. A draft form (**Appendix 2**) has been provided for the fuller report.

82. In general, the summary report should include the principal concerns in regard to such issues as the

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adequacy and condition of detention facilities; prison register or **list of detainees**; personal **hygiene**; medical care and **health condition** of detainees; **water**; **food and nutrition**; outdoor **recreation** or other physical exercise; family and other **visits**; other contact without the outside world; **treatment** when arrested or during detention; **length of pre-trial detention;** disciplinary cells and nature of **disciplinary punishment**; **violence** among detainees; **prison rules** and **complaint mechanisms**; etc. The summary report should also indicate the reaction of the prison director and **any understandings reached** as to those principal points of concern.

83. The area office of the human rights operation should **submit the summary report to the prison director** and to the operation's central office a few days after the visit. The summary report should be understood as providing a prompt, confidential, informal, and interim summary of the principal points and understandings arising from the prison visit or similar visit to a place where persons are held in custody by the Government. The summary report is not intended to provide a comprehensive report of the visit and is also not intended as a high-level official communication from the UN field operation. The summary report helps to build communication and a level of trust between the area office of the human rights operation and detention facility officials.

84. The HROs should also **prepare a fuller report** (see **Appendix 2**) to the field operation central office, which may then decide how to present any more global concerns to those ministers in the Government responsible for detention facilities. The reports may be the subject of demarches to improve detention facility conditions. In addition, publication of relevant information may be needed if the authorities are not sufficiently cooperative.

11. Follow-up visits

85. HROs should do a global visit first, and then **follow-up focused visits** with regard to issues such as (1) torture or ill-treatment, (2) medical concerns, (3) protection of particular detainees, or (4) prison conditions. In general, a visit for additional information should be undertaken as an extension to the first visit. After a summary report is submitted to the Government, the **authorities should be given a reasonable time** to reply to the observations received and **to comply with the recommendations**. Further visits should then be undertaken, to monitor the evolution of the human rights situation in a given detention facility. Special attention should be given to any change in the treatment of detainees by authorities and the reasons for it (*e.g.*, change of commander, transfer of personnel, and acceleration of procedures for appearing before the judge). If appropriate, follow-up visits may be undertaken without previous notice to the authorities.

86. During repeat visits, the HROs must actively **seek out the persons interviewed in the course of previous visits** to assure that they were not subjected to ill-treatment or punishment, and have not been interrogated by warders (guards) or any other Government official, regarding their statements to the HROs.

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87. In addition, HROs may want to make further inquiries about and follow-up cases that present -- in addition to violations of legal procedures and guarantees -- a violation of another fundamental right (such as integrity of the person, freedom from arbitrary arrest for exercise of freedom of expression and association, etc.).

D. Focused detention facility visits

1. Defining objectives

88. Focused detention facility visits are **specific visits and inquiries concerning individual cases or matters of concern**. One use of focused visits is to document particular cases which illustrate the general situation before considering a global visit to a detention centre.

89. A second use of focused visits targets specific detainees. Focused visits may be used when information about an illegal detention of a person is communicated to the HROs, and that information received plus previous experience give reason to fear that the detained individual is the victim of a violation of the right to life, of the right to personal integrity and security, or of freedom of expression and association.

90. The HROs should go to the detention centre to talk to the victim as well as with the detention facility authorities. They must do so particularly when there is a case of ill-treatment, of torture, or a serious threat of torture, even if a victim is being held for a common crime. The purpose of the visit is to verify and complete the information received, and to stop the violation. To avoid putting particular detainees in danger, however, the HRO may try to determine which cell block houses certain detainees, and then ask to interview detainees in that cell block. The HRO can then talk to several of the residents of that cell block, chosen at random but including the individuals of concern.

2. Variations from the global visit

91. Focused visits vary from global visits in that they **do not usually involve prior notice to any authority**. If, when carrying out a visit to investigate the situation of a specific victim, the HROs are informed of other violations committed in the same detention centre, they should register the new communication and take advantage of their being on the spot to check all possible information.

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92. If HROs are refused access to the detention centre, they should not impose themselves, nor remain outside, waiting for permission to enter the centre. The HROs should contact the operation's central office and raise the issue of access at higher levels in the Government.

93. After interviewing detention facility authorities and the detainee(s), the HROs should use the information collected to complete the form for individual cases (**see Chapter XIX, Appendix 1**). Additional information and other elements of information (copy of arrest warrant, medical records) should be appended to the form on separate sheets. Besides its use for the handling of an individual case, this information will contribute to subsequent reports on the situation of a specific detention facility, as well as reports on the general situation of detention facilities.

94. Communications concerning individual cases, as well as additional information obtained on the occasion of individual visits, should be communicated to the person in charge of the field operation, who will forward a copy to the person in charge of detention facilities.

E. Coordination with ICRC

95. The International Committee of the Red Cross (ICRC) was established in 1863 as a Swiss-run private independent and neutral organization. It has a staff of about 650 at its headquarters in Geneva and approximately 9,000 others in about 50 other countries, depending upon operational needs. The Geneva Conventions of 1949 and the Additional Protocols of 1977 authorize the **ICRC to visit prisoners of war and other persons deprived of their freedom as a result of armed conflicts.**

96. In addition, the **ICRC makes agreements with governments to visit persons deprived of their liberty,** for example, detainees for security reasons, **because of ethnic, political, or other internal conflict situations to which the Geneva Conventions and Protocols do not specifically apply**. The ICRC does not generally visit genuine common law prisoners unless there is such disorder in the society that visits are considered necessary to avoid torture, disappearances, or deleterious conditions of confinement. Only for exceptional humanitarian reasons, does the ICRC work for the **release** of prisoners (for example, to obtain medical care for sick people, people who have already served more time in pre-trial detention than they would if they had been convicted, or very old prisoners). In the large majority of cases, it is **principally interested in preventing torture or disappearances and in improving prison conditions to prevent unnecessary suffering**. When the ICRC seeks to see prisoners in a particular country -- for example, where there is internal strife and disturbances --, it ordinarily requests complete access to all prisoners in all places of detention for interviews in private with no limit as to the length of such interviews. The ICRC manages a system of **exchanging written messages between detainees and their families**; the messages may be reviewed by the authorities to assure that they do not raise security concerns. **Standard practice** of the ICRC is that its delegation of

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several persons (usually including a doctor or other medical staff) ordinarily talks to the prison director; then tours the entire facility; registers or identifies all the detainees in the facility; must be able to visit all detainees freely and without witnesses, but in practice may talk only to some detainees; talks to other prison officials including medical personnel; has a final interview with the prison director; within a few days prepares a confidential working paper for the prison director summarizing the conclusions and understandings established during the visit; prepares a confidential report (possibly including other facilities) to the Government; repeats the visit to the prisoners and particularly to those whom they have seen in the previous visit; and must be able to visit all places of detention in the country.

97. **UN HROs should always try to coordinate their prison visits with the ICRC.** Coordination enhances complementarity of action and prevents wasteful duplication of work. As mentioned above, in Rwanda the ICRC Delegation and UN Human Rights Field Operation agreed on Guidelines for Coordination in the Field, which might serve as a point of departure for other such efforts of coordination. See **Appendix 3.** It is also important for HROs to be aware of ICRC methods of work because any compromise by HROs in regard to the procedures for visiting places of detention might have a deleterious impact upon the willingness of the authorities to cooperate with the ICRC. For example, a HRO who accepted to do interviews of prisoners in the presence of a guard might not only jeopardize the work of other HROs who insisted upon interviews in private, but also might have a consequence for the ICRC and other organizations which visit prisoners.

F. Further reference

98. For further reference, the human rights field operation should have a resource centre, which might include documents and instruments related particularly to detention, such as those on following list. (The most critical and relevant items are starred*.)

Alderson, J, Human Rights and the Police (Council of Europe, Strasbourg, 1984).

Association for the Prevention of Torture, Guidelines for Investigations about the Conditions and the Treatment in Places where People are Detained and Deprived of their Liberty (1994).

Basic Principles on the Role of Lawyers, Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, Havana, 27 August to 7 September 1990, U.N. Doc. A/CONF.144/28/Rev.1 at 118 (1990).

*Basic Principles for the Treatment of Prisoners, G.A. res. 45/111, annex, 45 U.N. GAOR Supp. (No.

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49A) at 200, U.N. Doc. A/45/49 (1990).

*Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, G.A. res. 43/173, annex, 43 U.N. GAOR Supp. (No. 49) at 298, U.N. Doc. A/43/49 (1988).

Code of Conduct for Law Enforcement Officials, G.A. res. 34/169, annex, 34 U.N. GAOR (No. 46) at 186, U.N. Doc. A/34/46 (1979).

Compendium of U.N. Standards and Norms in Crime Prevention and Criminal Justice, U.N. Doc. St/CSDHA/16 (1992).

Consolidated List of the Secretary-General of provisions in the various United Nations standards relating to human rights in the administration of justice, U.N. Doc. E/CN.4/Sub.2/1991/26 (1991).

*Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, G.A. res. 39/46, annex, 39 U.N. GAOR Supp. (No. 51) at 197, U.N. Doc. A/39/51 (1984), entered into force June 26, 1987.

Daudin, Pascal & Hernán Reyes, *How visits by the ICRC can help prisoners cope with the effects of traumatic stress*, in International Responses to Traumatic Stress (1996).

*Declaration on the Protection of All Persons from Enforced Disappearances, G.A. res. 47/133, 47 U.N. GAOR Supp. (No. 49) at 207, U.N. Doc. A/47/49 (1992).

European Committee for Prevention of Torture and Inhuman or Degrading Treatment or Punishment (ECPT), Health Care Services in Prisons, extract from ECPT, Third Report (1993).

European Prison Rules, Council of Europe Recommendation No. R (87) 3 (1987).

Guidelines for Coordination in the Field Between International Committee of the Red Cross Delegates

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and Field Officers of the Human Rights Field Operation in Rwanda with regard to Visits to Persons Deprived of their Freedom in Rwanda (1996).

Human Rights Watch, Global Report on Prisons 291-97 (1993) (Questionnaire for Prison Visits).

Morgan, Rod & Malcolm Evans, *Inspecting Prisons, The View from Strasbourg*, 34 British J. Criminology 141 (1994).

O'Neill, William G., *Monitoring the Administration of Justice*, in Hege Araldsen and Øyvind W. Thiis, Manual on Human Rights Monitoring ch. 7 (Norwegian Institute of Human Rights 1997).

Principles on the Effective Prevention and Investigation of Extra-Legal, Arbitrary and Summary Executions, E.S.C. res. 1989/65, annex, 1989 U.N. ESCOR Supp. (No. 1) at 52, U.N. Doc. E/1989/89 (1989).

*Prison Reform International, Making Standards Work, an international handbook on good prison practice (1995).

Reyes, Hernán, ICRC Visits to "political" Prisoners, How they work, What they accomplish (1992).

Reyes, Hernán, *Visits to prisoners*, 3 Torture 58 (1993).

Reyes, Hernán & Rémi Russbach, *Le rôle du médecin dans les visites du CICR aux prisonniers*, 284 International Review of the Red Cross 497 (1991).

Rodley, Nigel, The Treatment of Prisoners under International Law (1987).

Rutherford, A., Prisons and the Process of Justice (1984).

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Rzeplinski, Andrezej, *Monitoring Prison Conditions*, in Swennenhuis, Raymond, Handbook for Helsinki Committees, A Guide in Monitoring and Promoting Human Rights, and NGO Management 5.2 (1995).

Sorensen, Bent, Guidelines for visits to prisons (1996).

Standard Minimum Rules for the Administration of Juvenile Justice ("The Beijing Rules"), G.A. res. 40/33, annex, 40 U.N. GAOR Supp. (No. 53) at 207, U.N. Doc. A/40/53 (1985).

*Standard Minimum Rules for the Treatment of Prisoners, adopted Aug. 30, 1955, by the First United Nations Congress on the Prevention of Crime and the Treatment of Offenders, U.N. Doc. A/CONF/611, annex I, E.S.C. res. 663C, 24 U.N. ESCOR Supp. (No. 1) at 11, U.N. Doc. E/3048 (1957), amended E.S.C. res. 2076, 62 U.N. ESCOR Supp. (No. 1) at 35, U.N. Doc. E/5988 (1977).

United Nations, Analysis of the Haitian Justice System with Recommendations to Improve the Administration of Justice in Haiti: A Report by the Working Group on the Haitian Justice System of the OAS/UN International Civilian Mission to Haiti (1994).

*United Nations, Human Rights and Law Enforcement, a Manual on Human Rights for the Police (High Commissioner/Centre for Human Rights Professional Training Series No. 5, 1997).

* United Nations, Human Rights and Prisons, a Manual on Human Rights for Prison Officials, (High Comissioner for Human Rights Professional Training Series No. 8, forthcoming)

*United Nations, Human Rights in the Administration of Justice, a Manual on Human Rights for Judges and Lawyers (High Commissioner/Centre for Human Rights Professional Training Series No. 6, forthcoming 1997).

United Nations, International Human Rights Standards for Law Enforcement, A Pocket Book on Human Rights for the Police (High Commissioner/Centre for Human Rights, 1996).

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United Nations Standard Minimum Rules for Non-custodial Measures (The Tokyo Rules), G.A. res. 45/110, annex, 45 U.N. GAOR Supp. (No. 49A) at 197, U.N. Doc. A/45/49 (1990).

United Nations Rules for the Protection of Juveniles Deprived of their Liberty, G.A. res. 45/113, annex, 45 U.N. GAOR Supp. (No. 49A) at 205, U.N. Doc. A/45/49 (1990).

*United Nations Centre for Human Rights, Human Rights and Pre-trial Detention, U.N. Doc. HR/P/PT/3 (1994).

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1. Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, G.A. res. 43/173 of 9 December 1988, annex.

2. U.N. Doc. HR/P/P.T./3 (1994).

3. [3] Human Rights and Pre-trial Detention: A Handbook of International Standards relating to Pre-trial Detention, U.N. Doc. HR/P/P.T./3 (1994) at 3.

4. G.A. res. 48/104, 48 U.N. GAOR Supp. (No. 49) at 217, U.N. Doc. A/48/49 (1993).

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Hoogstraten, Ken

From: Averill, Sean
Sent: January 23, 2014 05:06 PM
To: Valentine, Brad; Clarke, DougC; Lane, Christian
Cc: Gray, Yvette-Monique; Dyck, John; Hoogstraten, Ken
Subject: Re: After Incident Review - CCTV component

I am available on the 5th.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Thursday, January 23, 2014 07:43 PM Eastern Standard Time
To: Clarke, DougC; Lane, Christian
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John
Subject: Fw: After Incident Review - CCTV component

We have received the confirmation that this group involved with looking at CCTV with respect to the Douglas After-Incident Review will be out the week of February 4th.
The day proposed for them to be able to attend the BCIHC is the Wednesday, February 5, 2014. I believe we could also have them look at the Detention Cells downtown if you feel it is warranted, otherwise they had expressed some interest in seeing the VIA set-up.
Please advise - thanks.
------Original Message------
From: Brad Valentine
To: Daniela Evans
Cc: Derek Collins
Cc: John Dyck
Subject: FW: After Incident Review - CCTV component
Sent: Jan 23, 2014 2:39 PM

Daniela – as per our brief conversation at IMTC, I have finally received the confirmation that this group that is involved with looking at CCTV with respect to the Douglas After-Incident Review.

Tuesday February 4th looks to be their date to attend Douglas. The two other sites they were looking to attend were Pacific Highway and the EID Detention Cells.

The potential date for Pacific Highway which would include Traffic and Commercial would be Thursday February 6th.

I had touched base with Derek on the Douglas trip earlier, but was just wanting to apprise of Pacific Highway and ensure that A0 the review was supported and B) the appropriate site contact.

Cheers.

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 24, 2014 07:40 AM
To: Averill, Sean
Subject: RE: After Incident Review - CCTV component

Hi - what are your thoughts on my involvement with the site tours of Douglas and Pac Hwy on the 4th and 6th?

Cheers!
Ken

-----Original Message-----
From: Averill, Sean
Sent: January 23, 2014 5:06 PM
To: Valentine, Brad; Clarke, DougC; Lane, Christian
Cc: Gray, Yvette-Monique; Dyck, John; Hoogstraten, Ken
Subject: Re: After Incident Review - CCTV component

I am available on the 5th.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Thursday, January 23, 2014 07:43 PM Eastern Standard Time
To: Clarke, DougC; Lane, Christian
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John
Subject: Fw: After Incident Review - CCTV component

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Please advise - thanks.
------Original Message------
From: Brad Valentine
To: Daniela Evans
Cc: Derek Collins
Cc: John Dyck
Subject: FW: After Incident Review - CCTV component
Sent: Jan 23, 2014 2:39 PM

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 24, 2014 09:51 AM
To: Averill, Sean
Subject: RE: After Incident Review - CCTV component

Awesome! Thank you.

Yes, a quick meeting next week would be good.

Cheers!
Ken

-----Original Message-----
From: Averill, Sean
Sent: January 24, 2014 9:23 AM
To: Hoogstraten, Ken
Subject: RE: After Incident Review - CCTV component

You're in. We should sit down with Brad beforehand to get up to speed.

-----Original Message-----
From: Hoogstraten, Ken
Sent: January 24, 2014 8:28 AM
To: Averill, Sean
Subject: RE: After Incident Review - CCTV component

Thank you.

-----Original Message-----
From: Averill, Sean
Sent: January 24, 2014 8:25 AM
To: Hoogstraten, Ken
Subject: Re: After Incident Review - CCTV component

I'll talk with Brad and John. It makes sense in my mind.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Hoogstraten, Ken
Sent: Friday, January 24, 2014 10:39 AM Eastern Standard Time
To: Averill, Sean
Subject: RE: After Incident Review - CCTV component

Hi - what are your thoughts on my involvement with the site tours of Douglas and Pac Hwy on the 4th and 6th?

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Hoogstraten, Ken

From: Lane, Christian
Sent: January 29, 2014 10:20 AM
To: Valentine, Brad; Averill, Sean; Hoogstraten, Ken
Cc: Clarke, DougC
Subject: RE: EID BCIHC recommendations

Hi Brad,

Something that just came up now that I would love to incorporate into the scope of work is to add a telephone in the family room. This will allow easy access for detainees while at the same time minimizing exposure to security staff and common hallways.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Valentine, Brad
Sent: January 15, 2014 11:06 PM
To: Averill, Sean; Hoogstraten, Ken; Lane, Christian
Subject: Fw: EID BCIHC recommendations

Guys - please have a look at the attached and please let me know of any discrepancies. One piece I am unsure of is the exact door hardware and I am missing a couple of photos that I did not take, but you guys might have.
Cheers and I hope this assists in prioritizing some action items for Infrastructure and Security to pursue.
Thanks.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Tuesday, January 14, 2014 10:02 PM
To: Averill, Sean; Hoogstraten, Ken
Subject: EID BCIHC recommendations

Sean and Ken - these recommendations are based on observations from our walkthrough.
Please have a look at the information below and let me know what I may have missed. I want to get this in a word format with photos added tomorrow.

Thanks guys.

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Hoogstraten, Ken

From: Lockhart, GaryE
Sent: January 31, 2014 11:10 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: BCIHC Suicide

Good afternoon Gentlemen,

I have been advised that we now have the go ahead to conduct our Physical Security investigation regarding the December incident. The sudden death and the circumstances surrounding it will be documented in the RCMP investigation. Our investigation relates to physical security design, and how or if the current design contributed to the incident.

1. We have Ken's photos of the shower room area. These clearly depict the existing design.
2. We will need copies of operating procedures, standing orders and all other guidance provided to the contracted handlers of the facility.
3. We will need to focus on the procedures surrounding detainee access and use of the shower room facilities.
4. We will need to ascertain and document the implementation strategies of the legacy Immigration operations here prior to CBSA take over. For example, in a 2006 fact gathering visit related to a TRA I had the opportunity to observe operations within the legacy Immigration offices. There were a number of procedures and some physical security design issues that raised serious cause for concern until the logic being applied was determined from Citizenship and Immigration Canada. Pre-CBSA when that Agency contacted a client requesting they attend an office, the client had no idea if they were going to be granted access to remain in Canada or if they were going to be sent home. It was in their best interests to be on their best behaviour. Psychologically the desire to remain on their best behaviour was promoted by a deliberate effort to avoid any indication of detention or aggression toward the client. They were interviewed at Agents desks, held in rooms with glass walls and household like furnishings, and persons being temporarily held were placed in cells but as long as they remained calm and cooperative, the cell door was left opened. It was explained that since the amalgamation of enforcement into the CBSA, the clients being quick studies, realized that a call from CIC means they are staying in the country, but a call from CBSA means they are on the next flight home. Therefore the design of that PIL Area Immigration office centre was inadequate for the reality of the operation created by the birth of the CBSA. I saw the administrative of the Holding Centre as a point of interest, but as it was not within the scope of the TRA on which I was fact gathering, I did not get any information on the operational procedures, other than the fact that a third party private sector company provided the daily manpower and operation of the facility under contract.
5. We need to know contract details for the third party service provider.
6. We need to know if and how procedures have changed from the immigration era to current day.
7. We need to know if there has been any effort to improve the physical security designs of the facility.
8. We need to verify if the current construction and layout of this shower room is consistent and compliant with legislation, particularly pertaining to detention facilities.
9. In addition, we need to determine if detainees are allowed to mingle freely. This will be addressed in the criminal investigation but it can also have a bearing on physical security if there is possibility conflict between detainees (particularly in gang environments).
10. Should be made aware of any information that may have a bearing on the outcome of any of the related investigations, we need to document that information and have it notarized if it is in the form of a statement, and we need to pass that information on the office of authority.

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11. Finally, make any recommendations you deem required and/or suggested. In order to consider recommendations for detention facilities, we will have to clarify that operation or even legal, whether or not these "clients" are defined as detainees subject to arrest and full detention or are they transitory clients.

This is a quick list of thought provoking issues to address in your investigation. It is by no means conclusive, so should you have other information or concerns please include them in your report. I have "less than two weeks" to prepare and submit my report to the DSO. Your immediate attention will be greatly appreciated.

Gary E. Lockhart
Corporate Security Advisor,
Physical Security Section,
Security and Professional Standards Directorate,
Canada Border Services Agency

410 Laurier Ave W,
Ottawa, Ontario
K1A 0L8
(613) 948-9348

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Hoogstraten, Ken

From: Averill, Sean
Sent: January 31, 2014 11:14 AM
To: Lockhart, GaryE; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: RE: BCIHC Suicide

Thanks Gary. Let's plan to have a discussion on this early next week. Perhaps Monday morning?

Sean

From: Lockhart, GaryE
Sent: January 31, 2014 11:10 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: BCIHC Suicide

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Hoogstraten, Ken

From: Averill, Sean
Sent: January 31, 2014 11:15 AM
To: Hoogstraten, Ken
Subject: FW: BCIHC Suicide

Hi Ken. Don't respond to this. I will address this.

Sean

From: Lockhart, GaryE
Sent: January 31, 2014 11:10 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: BCIHC Suicide

This message is in a secured state and needs to be decoded before it can be viewed.

- Close this message and select another message before opening this message again to ensure any caching done by Outlook is refreshed.
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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 31, 2014 11:21 AM
To: Averill, Sean
Subject: RE: BCIHC Suicide

Hi – Thank you.

Ken

From: Averill, Sean
Sent: January 31, 2014 11:15 AM
To: Hoogstraten, Ken
Subject: FW: BCIHC Suicide

Hi Ken. Don't respond to this. I will address this.

Sean

From: Lockhart, GaryE
Sent: January 31, 2014 11:10 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: BCIHC Suicide

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Hoogstraten, Ken

From: Lockhart, GaryE
Sent: January 31, 2014 11:22 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: RE: BCIHC Suicide

I'll send an invite. Any time you would prefer?

From: Averill, Sean
Sent: January 31, 2014 2:14 PM
To: Lockhart, GaryE; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: RE: BCIHC Suicide

Thanks Gary. Let's plan to have a discussion on this early next week. Perhaps Monday morning?

Sean

From: Lockhart, GaryE
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To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 31, 2014 12:07 PM
To: Lockhart, GaryE
Subject: Accepted: Teleconference regarding Security Incident in December

Hi Gary,

I am assuming you mean 10:30 am (PST) and 1:30 pm (EST).

Cheers!
Ken

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: January 31, 2014 01:50 PM
To: Lockhart, GaryE
Subject: RE: Teleconference regarding Security Incident in December

Thanks, and you too.

Cheers!
Ken

From: Lockhart, GaryE
Sent: January 31, 2014 12:57 PM
To: Hoogstraten, Ken
Subject: RE: Teleconference regarding Security Incident in December

You are correct sir. Have a great weekend

-----Original Appointment-----
From: Hoogstraten, Ken
Sent: January 31, 2014 3:07 PM
To: Lockhart, GaryE
Subject: Accepted: Teleconference regarding Security Incident in December
When: February 3, 2014 01:30 PM-02:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

Hi Gary,

I am assuming you mean 10:30 am (PST) and 1:30 pm (EST).

Cheers!
Ken

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: February 5, 2014 03:00 PM
To: Averill, Sean
Subject: BCIHC physical security review
Attachments: Physical Security Review.docx

Good afternoon, Sean.

Attached is a review of the physical security features of the BCIHC for your review.

If there are any questions, please let me know.

Cheers!
Ken

K.A. Hoogstraten

Security and Professional Standards Unit |
Unite de la securite et des normes professionelles
Corporate and Programs Services Division |
Division des service corporatifs et des programmes
Pacific Region | Région du Pacifique
Canada Border Services Agency |
Agence des Services Frontaliers du Canada
BSMT 525 rue Hamilton Street
Vancouver, BC - CB V6B 2R1
ken.hoogstraten@cbsa-asfc.gc.ca
Telephone | Téléphone 604.666.0599
Fax | Télécopieur 604.666.4438
Government of Canada | Gouvernement du Canada

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CBSA Pacific Region – Security Services

Physical Security Review:

BC Immigration Holding Centre

This review was conducted as part of the Region's response to the in-custody death that took place on December 20th, 2013. A 42 year old female foreign national is suspected to have committed suicide through the use of a ligature tied around the shower curtain rod in the female washroom. Although she was attended to by guards from the contracted service provider and members of the BC Ambulance Service, she succumbed to her injuries and passed away at a Vancouver area hospital on December 28th, 2013.

The construction of the BC Immigration Holding Centre was completed in 2000. At the time, this facility was managed under the authority of the Minister of Citizenship and Immigration. The CBSA became the OPI for this facility in 2003, when it took on the enforcement provisions of the Immigration and Refugee Protection Act (IRPA).

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In the medium to long term, the CBSA will work towards reducing those hazards which require more involved removal and/or modification by contractors.

A working group has been assembled by the operation responsible for the BCIHC. This group includes managers from Pacific Region, personnel from the other holding centers in Canada, and other interested stakeholders, e.g. Infrastructure, Security, etc. This group has sought the input of federal and provincial corrections, as well. This group will be reviewing the contract between the CBSA and the service provider. As well, they are looking at improving the policies and procedures which are used in the operation of the BCIHC.

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Hoogstraten, Ken

From: Hoogstraten, Ken
Sent: February 6, 2014 03:30 PM
To: Averill, Sean
Subject: RE: BCIHC Critical Incident

Thank you for the kudo. As I said yesterday, I felt it was not my best work due to all the other distractions.

Ken

From: Averill, Sean
Sent: February 6, 2014 9:06 AM
To: Lockhart, GaryE; Hoogstraten, Ken
Cc: McDougall, Allan; Delarge, Patrick; Dyck, John
Subject: Re: BCIHC Critical Incident

Thanks to Ken for drafting this. We will certainly keep you up to date.

Sean

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Lockhart, GaryE
Sent: Thursday, February 06, 2014 11:51 AM Eastern Standard Time
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan; Delarge, Patrick; Dyck, John
Subject: RE: BCIHC Critical Incident

Thank you Sean. Very well documented. Please keep us informed as the physical security vulnerabilities identified are corrected.

Gary F. Lockhart

Physical Security Analyst

Physical Security Unit / Section de la sécurité physique

Infrastructure and Information Security Division /

Division de l'infrastructure et de la sécurité de l'information
Canada Border Services Agency/ Agence des services frontaliers du Canada

(613) 948-9348 - Fax/télécopieur (613) 941-6105
9th Floor Leima Building/ 9e étage édifice Leima
410 Laurier Avenue West/ 410 avenue Laurier ouest
Ottawa (Ontario) K1A 0L8

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From: Averill, Sean
Sent: February 6, 2014 11:19 AM
To: Lockhart, GaryE; Hoogstraten, Ken
Cc: McDougall, Allan; Delarge, Patrick; Dyck, John
Subject: RE: BCIHC Critical Incident

Good morning Gary,

As requested, here is a summary of our activities related to the BCIHC incident. As mentioned, our participation is very specific to a review of physical infrastructure. Have a look and let us know if there is additional info you require.

Sean

<< File: Physical Security Review Feb 6 2014.docx >>

From: Lockhart, GaryE
Sent: February 6, 2014 7:08 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan; Delarge, Patrick
Subject: BCIHC Critical Incident

Just a friendly reminder I need your report by end of day today. Mine is due tomorrow. Thanks guys!

Gary F. Lockhart

Physical Security Analyst

Physical Security Unit / Section de la sécurité physique

Infrastructure and Information Security Division /

Division de l'infrastructure et de la sécurité de l'information
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Averill, Sean

From: Clarke, DougC
Sent: February 6, 2014 11:02 AM
To: Averill, Sean
Subject: Re: BCIHC Critical Incident

Thank you!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Averill, Sean
Sent: Thursday, February 06, 2014 10:51 AM
To: Clarke, DougC
Subject: FW: BCIHC Critical Incident

As discussed. This is more of a briefing to my headquarters regarding our participation in the working group, but does provide some info with respect to our findings so far.

As discussed, I am working on the sow for the more complex upgrades to the facility.

Sean

From: Averill, Sean
Sent: February 6, 2014 8:19 AM
To: Lockhart, GaryE; Hoogstraten, Ken
Cc: McDougall, Allan; Delarge, Patrick; Dyck, John
Subject: RE: BCIHC Critical Incident

Good morning Gary,

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<<Physical Security Review Feb 6 2014.docx>>

From: Lockhart, GaryE
Sent: February 6, 2014 7:08 AM

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Averill, Sean

From: Hoogstraten, Ken
Sent: January 9, 2014 08:35 AM
To: Lane, Christian
Cc: Averill, Sean; Gray, Yvette-Monique
Subject: SIR: 13/14 - 155

Good morning Christian,

Would it be possible to get the completed SIR for the incident at BCIHC sent to our office, please. For a critical incident such as this, the completed report was due at HQ within 48 hours. As well, I am receiving requests from HQ for the police file number.

Could you, please, forward the SIR. Thank you.

If there are any questions, please let me know.

Cheers!
Ken

K. A. Hoogstraten
SPSU
CBSA – Pacific Region

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Averill, Sean

From: Lane, Christian
Sent: January 28, 2014 06:45 AM
To: Averill, Sean; Clarke, DougC; Gray, Yvette-Monique; Bolton, Bernée
Cc: Dyck, John
Subject: Re: Media coverage

Thanks Sean. The Province release a report last night and it seems the local radios stations are picking it up this morning.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Averill, Sean
Sent: Tuesday, January 28, 2014 09:41 AM Eastern Standard Time
To: Lane, Christian; Clarke, DougC; Gray, Yvette-Monique
Cc: Dyck, John
Subject: Media coverage

Just heard on NW 98, the media has reported on the event at bchic. No details given as to cause, but they are aware of coroner's inquest.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Averill, Sean

From: Lane, Christian
Sent: January 23, 2014 04:54 PM
To: Valentine, Brad; Clarke, DougC
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John; Lewis, Randy
Subject: Re: After Incident Review - CCTV component

Hi Brad,

The 5th should work and I'd certainly appreciate them taking a look at our day cells as well if they have the time.

I'm on course that week and Randy Lewis (Cc'd) will be acting in my stead.

Thanks,

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Thursday, January 23, 2014 07:43 PM Eastern Standard Time
To: Clarke, DougC; Lane, Christian
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John
Subject: Fw: After Incident Review - CCTV component

We have received the confirmation that this group involved with looking at CCTV with respect to the Douglas After-Incident Review will be out the week of February 4th.
The day proposed for them to be able to attend the BCIHC is the Wednesday, February 5, 2014. I believe we could also have them look at the Detention Cells downtown if you feel it is warranted, otherwise they had expressed some interest in seeing the VIA set-up.
Please advise - thanks.
------Original Message------
From: Brad Valentine
To: Daniela Evans
Cc: Derek Collins
Cc: John Dyck
Subject: FW: After Incident Review - CCTV component
Sent: Jan 23, 2014 2:39 PM

Daniela – as per our brief conversation at IMTC, I have finally received the confirmation that this group that is involved with looking at CCTV with respect to the Douglas After-Incident Review.

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Averill, Sean

From: Lockhart, GaryE
Sent: January 31, 2014 11:22 AM
To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
Subject: RE: BCIHC Suicide

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Cc: McDougall, Allan
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To: Averill, Sean; Hoogstraten, Ken
Cc: McDougall, Allan
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Averill, Sean

From: Valentine, Brad
Sent: January 21, 2014 11:10 AM
To: Clarke, DougC
Cc: Lane, Christian; Averill, Sean
Subject: Re: BCIHC Facility Improvements

We are on that, as well as the window film / mirror treatment.
Thanks all.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Clarke, DougC
Sent: Tuesday, January 21, 2014 10:56 AM
To: Valentine, Brad
Cc: Lane, Christian; Averill, Sean
Subject: BCIHC Facility Improvements

Hi Brad, at the last meeting we discussed three improvements that we would like to see made within the next couple of weeks. The cost is not significant but the improvements would reduce the risks in the shower area considerably at the BCIHC. They are as follow:

Replace shower rod with snap track

Ligature proof shower head

Change the shower door hardware

If you would like any further information please let me know.

Thanks,
Doug Clarke
A/Assistant Director | I/Directeur adjoint
Hearings and Detentions | Audiences et détentions
Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 – 300 West Georgia Street | 300, rue Georgia ouest, bureau 700
Vancouver, B.C. V6B 6C8 | Vancouver, C.-B. V6B 6C8
Doug.Clarke@cbsa.gc.ca
Telephone | Téléphone 604-666-6860 Cellular | Cellulaire
Facsimile | Télécopieur 604-666-9560
Government of Canada | Gouvernement

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Averill, Sean

From: Valentine, Brad
Sent: January 21, 2014 07:45 AM
To: Averill, Sean
Subject: Re: EID BCIHC recommendations

Or talk as we walk - perfect.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Averill, Sean
Sent: Tuesday, January 21, 2014 07:43 AM
To: Valentine, Brad
Subject: RE: EID BCIHC recommendations

Sure. Pre-SMT?

-----Original Message-----
From: Valentine, Brad
Sent: January 21, 2014 7:43 AM
To: Averill, Sean
Subject: Fw: EID BCIHC recommendations

Can we chat quick this AM, just about some logistics on this one?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Monday, January 20, 2014 11:07 AM
To: Lee, Stephanie
Cc: Bath, Geeta; Averill, Sean
Subject: FW: EID BCIHC recommendations

Stephanie - the following items are the 4 priorities identified that we need to take action with the Operation and Security for their short term recommendations.
Can you please touch base with the PM for the BCIHC, to gauge their ability to progress on these items?
Thanks.

Removal of shower rod
Changing shower heads
Shower room door hardware
Glass between guard area and cell area to have mirror finish or film installed to limit vision into guard area.

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Averill, Sean

From: Valentine, Brad
Sent: January 21, 2014 07:43 AM
To: Averill, Sean
Subject: Fw: EID BCIHC recommendations

Can we chat quick this AM, just about some logistics on this one?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Monday, January 20, 2014 11:07 AM
To: Lee, Stephanie
Cc: Bath, Geeta; Averill, Sean
Subject: FW: EID BCIHC recommendations

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Removal of shower rod
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Glass between guard area and cell area to have mirror finish or film installed to limit vision into guard area.

-----Original Message-----
From: Clarke, DougC
Sent: January 16, 2014 6:02 PM
To: Gray, Yvette-Monique
Cc: Lane, Christian; Dhaliwal, Loveleen; Valentine, Brad; Averill, Sean
Subject: Re: EID BCIHC recommendations

At our WG conference call today the accessing of funds was raised. We will certainly look for funding in the region and Stephen Bolton committed to seeing what national funding strategies were available and we will put forward the business cases as appropriate.

We have a few very important relatively inexpensive facility changes to make which were agreed to today as we agreed on the solutions. Funding should not be an issue:

Removal of shower rod
Changing shower heads
Shower room door hardware

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Sean will be reporting back asap on the above noted changes and ETA on when the changes will occur.

Thanks,
Doug

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Gray, Yvette-Monique
Sent: Thursday, January 16, 2014 05:13 PM
To: Clarke, DougC
Cc: Lane, Christian; Dhaliwal, Loveleen; Valentine, Brad
Subject: FW: EID BCIHC recommendations

Hi Doug,
Please work with Real Property and Loveleen on the Business Case for the facility improvements.

We may need to seek additional funding for these improvements if there is no funding within the regional Real Property or Detentions funding envelope to cover costs.

Thanks,
Yvette

-----Original Message-----
From: Lane, Christian
Sent: January 16, 2014 12:01 PM
To: Joyce, Niky; Bolton, Stephen; Valentine, Brad; Lane, Christian; Lewis, Randy; Grant, Jolene; Averill, Sean; Bhatti, Sajjad; Starnino, Louise
Cc: Gokey, Marie Elizabeth; Sarazin, Danielle; Gray, Yvette-Monique; Hoogstraten, Ken; Clarke, DougC
Subject: FW: EID BCIHC recommendations

Greetings fellow working group members,

Please find attached a document prepared by our infrastructure manager which we would like to discuss at this afternoon's meeting.

Please let me know if you have any questions beforehand.

Regards,

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Valentine, Brad
Sent: January 15, 2014 11:06 PM

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Sin, Jenny

From: Bolton, Bernée
Sent: January 31, 2014 04:17 PM
To: MacKillop, Ken; Giolti, Patrizia; Bailey, Esme; Jarrette, Amy
Cc: Boldt, Perry; MacVicar, Roslyn; Scoville, Kim; Dyck, John
Subject: Public Works response to Van Sun
Attachments: 47890-108010 A1.pdf; 47890-108010 solicitation.pdf

We have reviewed the documents. The annex contains detailed information regarding the contractual agreement between the agency and Genesis. We have no concerns. The information includes details around required training (skills sets as well as how to handle confidential information), reporting, shift hours and employee #s, general duties, emergency procedures etc.

bb

From: Derek Wolff [mailto:Derek.Wolff@pwgsc-tpsgc.gc.ca]
Sent: January 31, 2014 2:40 PM
To: Bolton, Bernée
Subject: RE: Follow-up from Yesterday's media call

Hi Bernee :

This is the MO and DM approved media response I am sending the reporter.

Vancouver Sun

vancouversun.com

Date call received: Thursday January 30 at 3 PM Pacific
Negotiated deadline: Friday, January 31, at 3 PM Pacific

Question:

Are you aware of any other publicly available documents that detail any further information regarding standards that must be met by Genesis in the carrying out of their duties?

Answer:

The solicitation documents are attached for your information. Both documents were published on MERX from Jan 27, 2009 - Feb 27, 2009 and are subject to the Agreement on Internal Trade (AIT). As the contractual relationship is between the Canada Border Services Agency (CBSA) and Genesis, please contact CBSA for further information.

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From: Bolton, Bernée [mailto:Bernee.Bolton@cbsa-asfc.gc.ca]
Sent: January-31-14 8:57 AM
To: Derek Wolff
Subject: Re: Follow-up from Yesterday's media call

Thank you!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Derek Wolff [mailto:Derek.Wolff@pwgsc-tpsgc.gc.ca]
Sent: Friday, January 31, 2014 11:12 AM Eastern Standard Time
To: Bolton, Bernée
Subject: Follow-up from Yesterday's media call

Good morning Bernee:

The Vancouver Sun reporter Matt Robinson received the Notice of Proposed Procurement (NPP) yesterday and followed up requesting more publically available information.

We are pulling the solicitation document with the Statement of Work that has already been made available to the public. We will continue to refer the reporter to CBSA for matters concerning security services at the detention centre.

Please let me know if you have any concerns with this approach.

Thanks,

Derek

Derek Wolff
Senior Communications Advisor | Conseiller principal en communications
Pacific Region | Public Works and Government Services Canada
derek.wolff@pwgsc-tpsgc.gc.ca
Telephone | Téléphone : (604) 775-6849 |
Facsimile | Télécopieur : (604) 775-6846
www.pwgsc.gc.ca

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ANNEX "A1"
STATEMENT OF WORK

SHIFT SCHEDULES AND DUTIES OF SECURITY PERSONNEL

Part 1: General Requirements

Security and related transportation services will be required as of April 1, 2009. Specifically, the Security Services provider (sometimes referred to as "Contractor" or "Security") will provide care and control of Immigration detainees, safe and secure transport of detainees, verify the departure of persons from Canada who are under a removal order pursuant to the Immigration and Refugee Protection Act (IRPA) or are otherwise required to leave Canada, and perform other related duties. The operation will be centralized in the Metro Vancouver Area (MVA) but services the entire Pacific Region (BC and Yukon). Flexibility in responding to ever changing needs is of the utmost importance, as the number of detainees at the British Columbia Holding Centre (BCHC), the number and frequency of transports and departure verifications can change drastically. The necessity for employing competent and responsive staff and a willingness to provide excellent service are paramount.

1.0 Care and Control of Detainees – British Columbia Holding Centre and Library Square Locations

1.1 The Canada Border Services Agency (CBSA) operates a 24 bed (this number can fluctuate) detention facility at Vancouver International Airport (VIA) for clients deemed by CBSA not to be high risk. It is a 24/7 operation, which accommodates adult males and females, as well as children and infants. The CBSA also operates three "day" cells at the Library Square (Lib Sq) location at 300 West Georgia Street in Vancouver, BC. The Contractor is responsible for maintaining a safe and secure environment at both locations, while keeping custody and control of all persons in either facility.

1.2 BCHC admits individuals at all hours of the day and night from arrests in the Pacific Region and from persons arrested and/or detained from various ports of entry (POEs) such as Vancouver International Airport (VIA), Pacific Highway, Douglas and all others in the Pacific Region. Detainees may also be transferred to/from BCHC from/to Provincial or Federal jail/detention facilities, the Lib Sq cells, or from other CBSA detention facilities in Canada. Detainees may be transported to any location in Canada as directed by CBSA.

1.3 All new detainees must be fingerprinted and photographed, and unless otherwise directed, it is the responsibility of the security personnel to complete this task. There is also a requirement to log and store luggage/personal effects, as well as money, and other valuables. Medical questionnaire/specifics regarding dietary restrictions and a comprehensive information package are provided to security personnel. Medication accompanying a new detainee is also received and recorded.

1.4 Detainees may be temporarily released from BCHC for purposes of attending Immigration hearings, receiving medical attention, traveling to a POE for the continuation of their examination, being removed from Canada, or for other reasons. They may also be transferred to Provincial or Federal jail/detention facilities for various reasons.

1.5 Care of control of a detainee may be required at any other location. For instance, security services may be needed at any site where detainees are present, such as at the cell areas of the Pacific Region Enforcement Centre (PREC), at medical facilities, other Immigration and Refugee Board (IRB) sites or any location as determined. From time to time, this may require the Contractor to provide additional guards, above and beyond the regular complement, to satisfy this requirement of the contract.

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1.6 Security personnel duties may include access control or screening of members of the public at CBSA or IRB locations.

1.7 Immigration hearings as well as detention reviews are held before Immigration Division members of the Immigration and Refugee Board, who are co-located at Lib Sq. Detainees must be brought to/from their respective hearing or review as required. Anyone entering the secure perimeter of the Immigration Division premises, such as counsel, prospective bondspersons or members of the general public may need to be security screened through metal detector and/or by search.

1.8 CBSA personnel including Enforcement Officers and Hearings Officers are also on site and may request a detainee's presence. The individual will be advised and arrangements will be made with security personnel to escort the person to/from an interview room.

1.9 Meals and snacks, paid for by CBSA, are obtained and distributed to detainees by security personnel. Security personnel will also pick up any supplies necessary for detainees (meals, diapers, medicine, luggage, etc.). Security will pick up and search luggage as required and includes logging of all bags and proper handing of other personal effects and valuables and the pick up and delivery of internal mail.

1.10 The rules of BCHC must be followed by all detainees at all times. Security personnel must ensure detainees adhere to these rules which include, but are not limited to: certain accepted modes of behaviour, prohibition of possession of contraband and the taking of meals.

1.11 Various needs of all detainees must be assessed or recognized by security personnel such as requests for medical/first aid-CPR.

1.12 Safety and security issues must also be recognized by security personnel and appropriate action taken accordingly. Protocols related to safety and security of the premises must be followed, including those for fire drills, medical emergencies, security threats, and changes in risk/security, log entries and incident report writing, and so on. This also includes the reporting of any maintenance issues to CBSA.

1.13 Additional staff must be available to provide backup within 2 hours notice. The requirement for overtime or the addition of staff must be approved by CBSA.

1.14 Logs or records will be completed as required, including, but not limited to, transportation logs, gas receipts register, meal bills, vehicle maintenance, and time sheets, etc. Various reports must be completed as required, including, but not limited to the following:

Room Check Log
Detainee Record
Visitor's Log
Log of Medication Issued
Meal Report
Incident reports (escapes, use of force, emergencies, etc.)

1.15 Operational direction will be provided by the Manager, Regional Programs (Detentions) at PREC or other delegated CBSA official, who will liaise with the Project Authority in the MVA Region as required.

1.16 On site surveillance cameras must be monitored and reviewed if necessary and appropriate response measures initiated (direct response or calling 911 for example).

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1.17 Unless otherwise specified in the Contract, it is the responsibility of the Contractor to provide all equipment and materials and acquire any services that they might require in order to perform the Work to the satisfaction of the CBSA.

1.18 The Contractor may be granted limited access to the Crown's computer systems or networks in order to perform their duties.

2.0 Transportation Requirements

2.1 The Contractor will manage and provide for safe and secure transportation of detainees and their personal effects to and from the BCHC or Lib Sq, and other locations within the MVA and parts of Canada, and may include transfer to and from Provincial/Federal jails and other institutions, CBSA offices, medical facilities, embassies or consulates, police stations/detachments, ports of entry including Vancouver International Airport, or other airports, land border points, water ports, or other destinations as required.

2.2 Inter-provincial transport of detainees and their belongings are conducted by the Contractor on behalf of CBSA's Pacific Region Enforcement Centre (PREC) as required. Despite this, it will be the responsibility of the Contractor to ensure that adequate staff coverage is provided for all sites at all times.

2.3 Additional staff or crews must be available to provide backup within 2 hours notice. The requirement for overtime or the addition of a crew(s) must be approved by CBSA.

2.4 Vehicles for transport will be provided by CBSA.

2.5 The Contractor will operate and maintain (on CBSA's approval and at no expense to the Contractor) vehicles which will be used to transport detainees.

2.6 Depending upon an assessment of risk based on the behaviour of the detainee, criminal profile and past history, a minimum of one guard will normally be required for each vehicle at all times when transporting detainees.

3.0 Departure Verification

3.1 Normally, one security guard (who is also the driver) will pick up the detainee from BCHC, any other detention/jail facility, CBSA office, or other location and transport to VIA for removal. The detainee, along with their personal effects, will be checked in by the security guard. After accompanying the detainee though airport security screening, the security guard will confirm the detainee's departure from Canada.

3.2 Guards must maintain full custody, care and control of the detainee and their belongings while in transit to VIA and to a point of departure verification.

3.3 The Contractor will also be responsible for receiving, storing, transporting and transferring all baggage, personal belongings and valuables, including any money belonging to the detainee.

3.4 A signature is required by both the detainee and a witness for valuables received and returned/transferred. The transfer of such items must be shown on the appropriate tracking/log sheet. This log will be provided to CBSA officials when requested.

3.5 Released departure verification will involve security personnel meeting a non-detained individual at VIA and verifying departure in the same fashion as in 3.1 above.

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3.6 Departure is verified once the individual has been placed on the respective flight, and the plane has left the gate. The prescribed Confirmation of Departure form will be signed by the guard, name printed, and marker provided indicating that departure has been confirmed by the Contractor (as opposed to a CBSA official).

3.7 Additional staff must be available to provide backup within 2 hours notice. The requirement for overtime or the addition of a crew(s) must be approved by CBSA.

Part 2: Staffing Requirements - MVA Region

4.0 Staff strength

4.1 Supervisor duties include but are not limited to:

- **Ordering of meals for detainees and verifying delivery.**
- **Supervising all guards, whether they are providing for care and control of detainees at the BCHC or Lib Sq cell area, conducting transports, or verifying departure.**
- **Ensuring incident reports are completed and forwarded to CBSA officials within 24 hours of an occurrence.**
- **Ensuring compliance with Post Orders/Standing Orders, policies and procedures.**
- **Ensuring completion of all paperwork required by CBSA.**

4.2 BCHC Supervisor – additional duties:

In addition to the regular duties of Supervisor, one Supervisor position at BCHC (BCHC Supervisor) is assigned additional duties and requirements:

- **Required to be the main point of contact for day to day for CBSA's operational issues and requirements.**
- **MUST be available between the core hours of 0730 and 1530 hours, five (5) days a week (maximum 40 hours per week), or as determined by CBSA due to operational requirements. Any overtime must be pre-approved unless operational requirements prevent such approval and it is deemed to be reasonable by CBSA.**
- **Additional duties will include assigning work to security personnel, contract monitoring, resolving issues, scheduling, invoicing, ensuring training requirements are met by security personnel, responding to extra guard needs, arranging special pickups and overall supervising of the various parts and requirements of the contract and meeting with CBSA as required.**

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4.2 Required Complement

The charts below detail the typical staffing requirements for both BCHC and Library Square sites.

Typical Number of Security Personnel on Shift Per Site By Category

BCHC Site:

	Days/Shift times	Mon-Fri	Sat/Sun	Mon-Fri	Sat/Sun	Mon-Fri	Sat/Sun
Number of persons on Shift/Category		0800 - 1900*		1600 - 2400		0000 - 0800	
BCHC Supervisor		1	0	0	0	0	0
Supervisor		1	1	1	1	1	1
BCHC Guards		3	3	3	3	3	3
VIA Guards		1	0	1	0	0	0

Staff shifts can be determined by the Contractor providing that CBSA's operational needs, as outlined in the above chart, are met. Within a 24 hour period for example, this could include: 3 x 8 hour shifts or 2 x 12 hour shifts.

Library Square site:

	Days/Shift times	Mon-Fri	Sat/Sun	Mon-Fri	Sat/Sun	Mon-Fri	Sat/Sun
Number of persons on Shift/Category		0800 - 1200*		1600 - 2400		0000 - 0800	
Supervisor		1	0	0	0	0	0
Guards		6	0	0	0	0	0

Staff shifts are in 8 hour blocks. *0800 – 1600 represents a day shift however this also includes: 0700-1500, 0730-1530, 0830-1630 etc according to CBSA's operational needs.

4.2.1 The security staff complement must be of both genders, with at least one female guard on duty at each site for all guard shifts so that security screening/pat downs can be accommodated by guards of the same gender.

4.2.2 Special projects, emergencies or other situations, whether foreseen or not, may necessitate the call by CBSA for additional guards. The Contractor must be flexible and be able to provide the required number of guards as soon as possible. A request to transport a detainee may be immediate and unpredictable. Also, delays in scheduling and while in transit may occur for many reasons, thereby making it difficult to plan ahead. Flexibility in response to an ever changing schedule is of the utmost importance.

4.3.3 An overlap of shift may be required as departure verifications often do not fit any given schedule. All shifts are flexible and are based on operational requirements.

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4.3.4 Additional crews may be requested from the Contractor for short durations of overtime, or for crews to be called in for a full shift. CBSA may authorize such requests.

4.3.5 Security staff will be responsible for the pick up and delivery of CBSA mail, luggage, or other personal effects. CBSA reserves the right to make changes to these staffing numbers, as may be required from time to time due to changes in operational requirements. Nothing stated here or elsewhere in this Statement of Work should be interpreted as limiting the number of guards that the CBSA may require, and the Contractor shall supply, in order to perform the Work that may be required under the terms of the contract.

Part 3: Training

5.0 All security staff are to be trained and be competent in their job, which includes the knowledge of:

- Emergency protocols, including fire, power outages, disruptive/violent behaviour, First Aid/CPR and emergency evacuation procedures at the BCHC or Lib Sq.
- Principles of the use of force, response options and how it relates to their duties; executing techniques of arrest and control of detainees; handling of detainees and proper use of restraints including handcuffs and leg irons.
- Diversity and sensitivity issues.
- Relevant provisions of the *Privacy Act* and *Access to Information Act.*
- Operating metal detecting devices.
- Conducting frequent, unscheduled room checks and searches.
- Methods of controlled searches, as well as practical application.
- Fingerprinting, including the authorized-only use of the Livescan machine.
- Detention and Release protocol (executing a Detention Order or Release Order issued under IRPA when directed).
- Completing reports, including but not limited to:
  - Room Check Log
  - Detainee Record
  - Visitor's Log
  - Log of Medication Issued
  - Request for Meals
  - Meal Report
  - Incident reports (escapes, illness, emergencies, etc.)

5.2 Security guards involved in the delivery or supervision of security services are subject to the British Columbia *Security Services Act* and British Columbia *Security Services Act Regulations.* The Contractor shall ensure all personnel are in full compliance with applicable licensing and other Legislative or regulatory requirements of those Acts.

5.3 The Contractor will be required to have all staff trained, **prior to engaging in employment,** as it relates to basic security, First Aid/CPR, fingerprinting and, where relevant, supervisory skills and report writing.

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5.4 The Contractor shall ensure that all staff are proficient in the use of the English language, including reading, writing and verbal skills.

Part 4: Vehicles

6.0 Vehicle Requirements

6.1 Vehicles for the transport of detainees will be provided by CBSA.

6.2 Guards are to hold a fully graduated valid British Columbia (BC) driver's Class 5 license.

6.3 At CBSA's expense, vehicles are to be equipped with a First-Aid kit, fire extinguisher and mobile communication equipment operable throughout BC.

Part 5: Disclosure or Collection of Personal Information

7.0 Access to Information Act and Privacy Act

For identification purposes, the Contractor will collect basic tombstone data (name, date and place of birth, citizenship, relatives or friends in Canada, physical description, basic medical information), and will be required to fingerprint and photograph detainees subject to stated exceptions in accordance with set guidelines.

This information and any other information that may come into the Contractor's possession shall be handled in strict accordance with guidelines, procedures and Acts, as described below:

A. personal information will be collected subject to sections 4 and 5 of the Privacy Act;

B. personal information collected by the contractor will be disclosed subject to the provisions of the Privacy Act;

C. the contractor will handle, store and dispose of the personal information of CBSA clients in a manner consistent with Treasury Board and CBSA guidelines for security of information.

D. the contractor will return all personal information disclosed by CBSA, collected on behalf of CBSA to CBSA at the completion of the contract;

E. any personal information held by the contractor will be disposed of in accordance with the General Records Disposal Schedules for the Government of Canada or any other records disposal schedules approved by the Dominion Archivist.

Sub-section 3(k) of the definition of *personal information* in the Privacy Act states that the name of the individual who is or was performing services under contract for a government institution, is not personal information. As a result, the identities of staff working at CBSA facilities may be available to the public if a request is made.

TRAINING STANDARDS

1.0 **BASIC:**

Basic Standards Training courses 1 and 2 is required training for all security guard workers and must have been successfully completed by all security personnel prior to their assignment to the Contract. All security personnel must hold a valid BC Security Guard license in accordance with the *Security Services Act.*

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Contractor Requirements:

Contractor must be licensed in British Columbia (BC), Canada by the BC Security Programs and Police Technology Branch and meet all the requirements of the BC *Security Services Act* (2008) and the BC *Security Services Act Regulations*.

2.0 FIRST AID AND CPR TRAINING:

In addition to the training requirements outlined in Article 1, First Aid Training, Standard Level will be required (14-16 classroom hours training). Security personnel assigned to the Contract must be qualified by the St. John's Ambulance or Red Cross or other recognized First Aid training institution or qualified instructor as having successfully completed the First Aid Training indicated above and are certified to administering first aid treatment as required. There will be no charge to CBSA for this training.

3.0 TESTING/EVALUATION OF SECURITY PERSONNEL:

3.1 Under the Qualification Listing Program for Uniformed Security Guards and Supervisors, all Security personnel must be trained and tested by an institute/agency listed with the Canadian General Standards Board (CGSB) for Phase 1 of the Qualification Listing Program OR by a college that comes under the jurisdiction of a provincial Ministry of Education and whose curriculum meets the CGSB Standards for Security Guards and Supervisors. Where an institute/agency is used, the Bidder shall submit to the Contracting Offer, the Phase 1 qualification number of the particular Institute/agency. Where the services of a college as defined above, are being used by the Contractor, the latter shall provide to the Contracting Authority, a written certification that the college curriculum covers all elements of the following standard:

Basic Standards Training courses 1 and 2.

3.2 To be considered, the Contractor must provide evidence of successful completion of all aspects of this training. The Contractor shall not allow any guard candidate to work at any CBSA facility or location without having successfully completed training to the standard detailed in article 3.1.

3.3 Following additional training, only one re-evaluation may be issued to a candidate that did not initially satisfy the required standard.

4.0 WAIVERS:

4.1 Experience: The Contractor may request experience waivers to be considered by CBSA based upon evidence of significant related qualifications, education or training such as community college diplomas/certificates, nurse qualifications, teaching certificate, police and military qualifications.

4.2 Training: Consideration may be given to waiving the training to be provided by the Contractor as outlined in this section. Any waiver will be based on significant related security/policy qualifications, education or training, such as community college or commercial diplomas/certificates or current equivalent. In addition, training is not required for personnel who have previously completed the training.

4.3 All waivers will be considered on a case by case basis and in the best interest of CBSA. Waivers are to be granted in writing by CBSA and only in exceptional circumstances.

4.4 Waivers for the following will not be considered:

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- First Aid; and
- Testing (unless records can be produced to demonstrate that the specific guard has obtained the pass mark required under the Contract).

6.0 CBSA AND POST-SPECIFIC TRAINING:

6.1 CBSA will provide the contractor with copies of BCHC rules, Post Orders, Standing Orders and Confirmation of Departure Guidelines, which outline the responsibilities and procedures to be followed by the contractor and CBSA. The Contractor will ensure that personnel receive training prior to their assignment at a particular post and, subsequently, follow procedures contained in the guidelines once at their post.

6.2 CBSA will assist the Contractor in the preparation of the portions of any pre-assignment training that deals with the provisions of the Immigration and Refugee Protection Act, ATIP, CBSA orientation and diversity training.

6.3 It is the obligation of the Contractor to ensure that security guards have acquired the proper orientation to a post, a particular environment or special task by providing appropriate training, orientation or job shadowing. No guard shall be placed at any post without having first received the requisite combination of experience or training to enable that guard to function at that post.

7.0 ON-THE-JOB TRAINING:

7.1 The Contractor shall ensure the satisfactory completion of on-the-job training of all security personnel prior to assignment or reassignment at CBSA. This includes a thorough knowledge and understanding of Post Orders, Standing Orders, Assignment Instructions, including policy and specific orders for:

a) responding to emergency alarms, bomb threats, suspect incendiary devices;
b) the orientation and operation of security systems;
c) the orientation and operation of fire equipment;
d) access control;
e) key control;
f) up to three (3) hours of report writing, up to three (3) hours of Standing Orders and up to two (2) hours of emergency procedures.

7.2 Livescan fingerprint certification and training will be provided on the job by CBSA. It will be the responsibility of CBSA to maintain active status for all Livescan tokens provided.

8.0 ONGOING TRAINING:

At the Contractor's expense, the Contractor is expected to provide continuous training to address any changes in procedures.

9.0 TACTICAL CERTIFICATION REQUIREMENTS:

9.1 As a condition of being awarded the contract, CBSA requires that the successful bidder have their staff complete a Tactical Certification training program. This is a modified law enforcement tactical course with emphasis on handcuffing, prisoner handling, arrest and control tactics, and scenario training. There is a physical element that is assessed as well.

9.2 CBSA will arrange and deliver the initial Tactical Certification course for security staff at the initiation of the contract. The Contractor will be expected to provide 10 - 15 trainees per session. Each session will be approximately 8 hours delivered on a single day. CBSA will attempt to deliver this course prior to the first day on the job for the stated contract period but may require a phased in approach due to logistical reasons (see article 10 below). This course will be delivered

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at the discretion of CBSA until such a time as there are an adequate number of guards trained to CBSA standards.

9.3 To ensure the successful bidder will be able to meet the terms of the contract, the training schedule will be established in consultation with the Contractor and CBSA.

9.4 CBSA will not be responsible financially for any subsequent Tactical Certification courses necessary for security guards who were not able to attend CBSA's initial presentation(s) of the course. It will be the Contractor's responsibility to provide and ensure the timely delivery of any and all subsequent Tactical Certification courses necessary for their staff. This may take the form of the Contractor's own in-house training, however all non-CBSA courses and instructors/trainers must be pre-approved by CBSA.

9.5 The Contractor agrees to allow representatives of CBSA to participate at no cost to CBSA as observers for any part of or for the full duration of any of the Contractor's own training sessions in order to evaluate their training program.

9.6 Salary or overtime for those receiving Tactical Certification training will be the responsibility of the Contractor.

9.7 CBSA shall advise the Contractor of any trainee who fails to achieve a passing grade and, subject to operational requirements, that trainee shall not be permitted to Work under the terms of this Contract (subject to the one exception detailed in article 10.3 below). If operational requirements demand that a trainee who has failed to achieve a passing grade be required to Work at the BCHC or Lib Sq in order that the full guard complement be attained, the Contractor may be subject to the Shortfall provisions detailed herein. For this reason it is highly recommended that the Contractor maintains a sufficient inventory of fully qualified and trained personnel to ensure that occasional failures in this or any other training provision never results in a staffing shortfall.

10.0 TACTICAL CERTIFICATION PHASE-IN SCHEDULE.

10.1 Whether it be CBSA's, the Contractor's in-house or any other CBSA pre-approved Tactical Certification course, all guards are expected to have written and passed the Tactical Certification requirements prior to, or as close to the start of the contract as possible. Within three months of the commencement of the contract, it is expected that 100% of the guard staff as at start up will have written and passed the Tactical Certification requirements.

10.2 To ensure the successful bidder will be able to meet the terms of the contract, the training schedule will be established in consultation with the Contractor and CBSA.

10.3 It may be necessary for new guards to work without the required certification for a short period of time pending availability of the training course. Approval may be granted on a case-by-case basis by CBSA to allow individuals to commence employment after reviewing the individual's qualifications and the work to be performed.

11.0 TACTICAL CERTIFICATION - COURSE OBJECTIVES

11.1 Security personnel must be able to:

a) Explain and have a working operational knowledge governing the principles of the Incident Management Intervention Model and how it applies to guard duties, arrest and control of subjects, handling of prisoners and use of handcuffs.

b) Explain and have a working operational knowledge governing their authority as delegated CBSA officials in relation to their duties.

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c) Know the basic nomenclature and proper use of the various types of handcuffs and restraints used in the handling of prisoners.

d) Demonstrate methods of carrying and drawing handcuffs.

e) Demonstrate basic tactical approach principles for handcuffing.

f) Demonstrate proficiency by executing all handcuffing techniques shown during course.

g) Demonstrate methods of controlled searches.

h) Demonstrate proficiency by executing all arrest and control techniques taught during the course.

I) Explain and demonstrate the proper handling, movement and transport of prisoners.

j) Demonstrate proficiency in meeting a physical abilities standard required for purposes of performing the job function.

k) Participate in all required classroom and physical training sessions including scenario training exercises.

l) Successfully pass the required proficiency test for all practical applications.

m) Successfully obtain a passing score on the written Use of Force / Tactical Handcuffing exam.

A minimum passing score of 80% must be achieved in both practical and written testing.

11.2 All guards must receive a one-day refresher in defensive tactics/handcuffing prior to the expiration of a 3 year period from the date of the original certification course.

SECURITY PERSONNEL STANDARDS

1.0 **GENERAL:**

1.1 CBSA will have the right to administer, prior to and during guard assignment, an assessment to the proposed or current security personnel in order to evaluate their job knowledge and personal abilities.

1.2 A brief oral interview may be held with all proposed security personnel in order to evaluate their communication skills.

1.3 A review of log entries, incident reports, etc. may be used to assess written skills.

2.0 DETAILED REQUIREMENTS:

The requirements to obtain a BC Security Guard License in accordance with the *Security Services Act* (2008) must be met by all security personnel prior to their assignment to the Contract including the requirements indicated herein.

3.0 APPEARANCE:

The Contractor will be responsible for ensuring the appearance of all security personnel assigned to the Contract is such as to reflect positively on CBSA and the Contractor:

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a) Only the approved uniform is to be worn;
b) Uniforms are to be clean and well fitted, pressed and in good repair;
c) Head and facial hair to be neat, clean and well groomed. Hair style that detracts from the uniform image will not be acceptable. Beards, moustaches and sideburns must be well groomed. Due consideration must be given to ethnic and religions variations;
d) Shoes are to be clean and presentable;
e) Neatness in dress and personal appearance;
f) Security personnel are to be clean and devoid of foul or offensive odors.

4.0 **LICENSES:**

4.1 All security personnel are to be licensed in accordance with the *Security Services Act* (2008) and *Security Services Regulations (2008)*. The appropriate prescribed license/identification card is to be in their possession at all times when on duty and shall be provided for inspection at the request of any person.

4.2 All guards who will be driving a vehicle for the purposes of this contract must be in possession of a fully graduated valid BC Class 5 driver's license.

5.0 **BONDING:**

All security personnel shall be bonded to the minimum industry standards.

6.0 **EDUCATION:**

All security personnel shall have received formal education which will permit them to be able to read and comprehend Post and Standing Orders or other formal CBSA instructions. They must be able to write legible reports, make appropriate entries, and to be able to communicate fluently and coherently in the English language.

7.0 **CITIZENSHIP:**

Security personnel must be Canadian citizens.

8.0 **LANGUAGE ABILITY:**

Security personnel must be proficient in the use of the English language (able to read, write and speak English).

9.0 **LANGUAGE TESTING:**

CBSA has the right to have security guards tested officially, should any informal assessment be contested, according to Canadian Government Standards as to the individual's ability to communicate fluently in English. The Contractor will bear the cost of such tests, and the cost of any guard hours/wages shall be the responsibility of the Contractor as well.

10.0 **EXPERIENCE AND TRAINING OF SECURITY PERSONNEL:**

Rank / Experience or Training

Supervisor:

- BCHC only: 1 yr recent (within last 3 yrs) experience in management of employees and business operations

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- minimum 1 yr recent (within last 3 yrs) experience in a field directly related to security of persons, or security related to service with the Canadian Armed Forces, RCMP or Police

- successful completion of pre-assignment training, supervisor training, including investigation of incidents and discipline

- proficient in English language

- possess a valid fully graduated Class 5 BC driver's license

- successful completion of Standard First Aid and CPR

- successful completion of tactical certification

Security Guard:

- suitable work related experience

- successful completion of pre-assignment training

- successful completion of Standard CPR/First aid course

- successful completion of tactical certification

- good organizational skills

- proficient in English language

- fingerprint training

- possess a valid fully graduated Class 5 BC driver's license

In addition to the above, all personnel must be trained in:

- cultural/diversity awareness (provided on the job by CBSA)
- report writing and documentation (Supervisors only)
- crisis intervention, fingerprinting
- training on the Post Orders pertaining to their assigned duties.

The Contractor will be required to certify that all guard personnel have met the training requirements.

11.0 CERTIFICATION OF HEALTH:

11.1 All security personnel must be in a state of health consistent with the ability to perform the required safety and security tasks and derivative capacities the job entails. Upon request from the CBSA, the Contractor shall produce a licensed physician's certificate attesting to the good health and the absence of physical or mental limiting factors which could interfere with a security guard's performance of duties.

11.2 Due to the nature of this work, there is a risk of exposure to hepatitis A and B, as well and tuberculosis (TB). It is recommended that guards consult their family physician prior to commencement of this work. If TB and/or hepatitis A and B inoculations are recommended by the physician, they should be administered, with all associated costs borne by the Contractor.

12.0 PERSONAL SUITABILITY / ACCEPTABILITY:

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12.1 If any of the security personnel furnished by the Contractor are subsequently considered by the CBSA to be unsuitable due to performance or not meeting the specifications of the contract, the Contractor shall immediately upon notification from CBSA, remove and replace them with security personnel acceptable to CBSA.

12.2 CBSA reserves the right to determine the suitability for reassignment, if so desired, of any security personnel removed from a post.

CONTRACTOR PERFORMANCE STANDARDS

The Contractor agrees with the following terms and conditions:

1.0 **OVERFILL:**

Overfills occur when the Contractor supplies too many guards, or guards for longer periods than required, or at a higher level than required. CBSA will pay only for the services required.

2.0 **SHORTFILLS:**

Shortfills occur when the Contractor supplies unqualified guards. CBSA reserves the right to refuse security guards not qualified at the standard required. Overtime rates will not be paid by CBSA to allow the Contractor to compensate for shortage of guards. The Contractor, however, is responsible for providing the adequate number of personnel and will be accountable for any overtime costs incurred in order to achieve this.

3.0 **SHORTFALLS:**

3.1 Shortfalls occur when the required guard services are not supplied at a post or work site. CBSA will pay only for time actually worked. If a security guard arrives late for work, or leaves early for any reason, overtime will not be paid by CBSA when the Contractor fills the vacancies so created. Moreover, the absence of a guard at a post or work site without a replacement constitutes a shortfall for a portion of a shift and a proportional deduction from CBSA's payment to the Contractor will be made.

3.2 CBSA will not accept shortfalls and reserves the right to use CBSA employees or any other means to replace the guards the Contractor does not supply.

4.0 **LIQUIDATED DAMAGES:**

4.1 The Parties agree that the following amounts are their best pre-estimate in the event of the loss to Canada in the event of a such failure, and that it is not intended to be, or is it to be construed as, a penalty.

4.1.1 Deduction for Shortfills:

In the event the Contractor fails to supply qualified guards as specified in the Contract, the Contractor agrees to pay to CBSA as liquidated damages the sum of fifteen dollars ($15.00) per hour for each shortfill.

4.1.2 Deduction for Shortfalls:

In the event the Contractor fails to supply the required guards within the time specified or at the post or work site specified in the Contract, the Contractor agrees to pay to CBSA as liquidated damages the sum of twenty-five dollars ($25.00) per hour for each shortfall.

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4.1.3 The Contractor also agrees to pay to CBSA as liquidated damages, the sum of twenty-five dollars ($25.00) per hour (to cover administrative costs) for the following incidents:

- **when the Contractor cannot find a guard replacement**
- **when the security guard is late in reporting to a post or leaves the post early without relief (this will be prorated in fifteen (15) minute increments to cover periods of more or less than one (1) hour).**

4.1.4 Missed Flights – Departure Verification

Where it has been determined by CBSA that error or negligence on the part of the Contractor results in delaying or aborting an individual's removal, then the Contractor agrees to pay $500.00 per day up to a maximum of seven days or $3,500.00. This figure represents the partial cost to Canada to perform the necessary assessments and re-initiate the removal of the individual.

4.1.5 Missed Luggage or Personal Effects and Resolution of Claims

Any luggage or personal effects not transferred to a detainee, where the Contractor is at fault for this error or oversight, will incur all costs related to associating (courier or carrier expense) those items with the subject to that person's destined location.

Claims submitted by detainees for loss of items due to negligence of the Contractor's personnel must be resolved within five (5) working days. The Contractor agrees to pay to Canada as liquidated damages a sum of $500.00 per day. This shall be made beginning on the sixth (6th) day and continuing every day until the loss is resolved up to a maximum of ten (10) days. If negligence on the part of the Contractor results in delaying a detainee's removal from Canada, then a deduction of $500.00 per day will commence on the day of the delay and will continue until the Contractor resolves the issues and person can be removed. Additional costs incurred due to negligence may also be recovered (e.g. airline tickets).

4.1.6 Escapes Due to Errors of Negligence of Contractor's Personnel:

Where it has been determined by CBSA that escapes are the result of errors or negligence on the part of the Contractor's personnel (e.g. failure to follow post orders), the Contractor agrees to pay to Canada as liquidated damages the sum of $1,000.00 per day per escapee (or part thereof), up to a maximum of $5,000.00 per escapee. This figure recognizes Canada's partial costs in attempting to recapture the escapee(s). Nothing in this article is to be interpreted as limiting the rights and remedies which Canada or the Minister may otherwise be entitled to under the Contract.

5.0 SECURITY PERSONNEL TURNOVER:

"Turnover" is the number of security guards hired to replace those leaving or dropped from the Contractor's work force.

"Turnover rate" is the ratio of those hired replacements (expressed in percentage) to the base number of guards declared by CBSA as the work force necessary to meet CBSA's requirement and is calculated on an annual basis.

Acceptable turnover is defined as follows:

60% of the annual base number of guards established has not been replaced. Should turnover at a particular work site exceed 40% over a three month period at any one CBSA location, this may be considered unacceptable and may be cause for the termination of the Contractor's service at a particular work site.

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The following turnover exclusions apply:

- Long term sickness or death of a guard.
- Long term, large scale decrease in CBSA's requirement.
- Maternity leave.
- Promotion.

6.0 **METHOD OF DEDUCTION:**

6.1 The amounts invoiced every two (2) weeks with month's end supplements by the Contractor to CBSA will be reduced to make reimbursement adjustment provisions for surcharges levied.

6.2 It is understood and agreed however that, where CBSA provides the Contractor with less than 7 working days advance written notice of the additional requirements, deductions will only be made by CBSA for shortfills and/or shortfalls which occur 7 working days after the date of said notice.

6.3 The amount deducted from the invoice by CBSA for deficiencies shall be supported by a breakdown of the deficiency(s) and the applicable surcharge.

7.0 **SUSPENSION/REJECTION CRITERIA**

7.1The following conditions will be cause for an immediate request by CBSA for the removal of security guards, guard supervisors or the BCHC Supervisor from work assignments on CBSA's premises:

- dependency on or addiction to illicit drugs or alcohol
- emotional instability or mental disorders
- conviction for a criminal offense for which a pardon has not been granted
- poor eyesight or hearing
- pronounced speech impediment
- persistent performance problems
- serious misconduct
- failure to follow required procedures in a critical situation or persistent failure to follow required procedures
- persistent poor appearance
- inadequate training or experience
- unacceptable licensing or loss of a license
- inability to clearly communicate in English, either orally or in writing.

7.2. The following conditions may also be cause for terminating the contractor's service:

- high turnover rate (defined as over 40% at any one CBSA location within a three month period)
- excessive shortfills or shortfalls
- failure to carry out necessary supervisory patrols
- unacceptable contract management and guard supervision
- failure to comply with the terms and conditions of the contract
- failure to submit incident reports within 24 hours of an occurrence

7.3 The proceeding does not restrict CBSA's right to terminate the contract for any other reason due to default of the Contractor.

ADMINISTRATIVE SPECIFICATIONS

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1.0 OFFICE:

A suitable office space will be provided by CBSA for the efficient functioning of its security personnel in general. This "office" will include access to phone, fax and radios or other wireless communications devices, computers and printers, internet (if required) and e-mail paid for and operated by the CBSA. All items must satisfy CBSA security standards.

2.0 BCHC SUPERVISOR ADDITIONAL DUTIES:

In addition to the regular duties of Supervisor, one Supervisor position at BCHC (BCHC Supervisor) is assigned additional duties and requirements:

- **Required to be the main point of contact for day to day for CBSA's operational issues and requirements.**

- **MUST be available between the core hours of 0730 and 1530 hours, five (5) days a week (maximum 40 hours per week), or as determined by CBSA due to operational requirements.**

- **Additional duties will include assigning work to security personnel, contract monitoring, resolving issues, scheduling, invoicing, ensuring training requirements are met by security personnel, responding to extra guard needs, arranging special pickups and overall supervising of the various parts and requirements of the contract and meeting with the Project Authority or his representative as required.**

3.0 MANAGEMENT REPRESENTATIVE:

Thirty (30) days prior to the start date of the Contract, the Contractor shall submit in writing to CBSA the name of one management representative and one alternate who is authorized to act for the Contractor in every detail at all times. This person will be made available, at no extra cost to CBSA, for meetings at CBSA's office upon four hours notice during regular CBSA office hours and also for regularly scheduled monthly meetings at the call of CBSA.

4.0 BACK UP SUPPORT:

4.1 The Contractor shall be responsible for providing properly trained, security cleared, back up support for illness, holidays or other absences.

4.2 When back up support is required, the Contractor shall provide it within two (2) hours notice.

4.3 The Contractor must expect that from time to time, emergencies or other unforeseen situations, or pre-planned special projects may require additional guards beyond the level of the base number. It is CBSA's expectation and a requirement of this contract that the Contractor must be prepared at all times to provide additional guards, as may have been provided for in the Contractor's bid submission, to cover any of these extra responsibilities.

5.0 TURNOVER:

The Contractor shall ensure that the hiring practices and selection standards of guards are done in a way to encourage the establishment of a suitable, reliable and stable work force. Every prospective employee must have passed the requisite government security clearance and are proficient in the use of the English language (reading, writing and verbal skills).

6.0 INSPECTION AND ENFORCEMENT:

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6.1 CBSA reserves the right to regularly conduct on-the-job inspections to determine the overall quality of the Contractor's performance, the job knowledge of individual security personnel, and the effectiveness of training and to determine the conduct and appearance of the security personnel.

6.2 CBSA also reserves the right to periodically conduct tests of the response provided by the contract personnel to simulations of emergency situations, e.g. bomb threat, fire alarm, emergency evacuation, and to audit the security guard complement for security clearances, training required, or suitability for employment as outlined in other areas of the Contract.

6.3 In order for CBSA to be able to hold the Contractor accountable for all aspects of services provided, the following inspections, tests and enforcement measures will periodically be carried out:

- Work performance inspection on work site
- Appearance and deportment inspection on work site
- Measurement of guard identification, qualifications, training, turnover rates, shortfills, shortfalls, etc..
- Testing of guard response to an emergency situation, through drills and other simulations.

6.4 In addition, all security personnel may be contacted by CBSA to ensure they understand their duties. During these inspections, security personnel will identify themselves by:

- name
- guard license number if applicable

6.5 Security personnel shall answer pertinent questions based on Post or Standing Orders or other formal CBSA orders and their training experience.

6.6 CBSA will immediately alert the Contractor of any critical deficiencies found by CBSA inspectors/officials as a result of the above noted inspections or tests and the Contractor shall take immediate remedial action to correct these deficiencies.

6.7 Regular meetings with representatives of the Contractor and CBSA will be held at least quarterly to discuss the Contractor's performance and proposed remedial action to correct deficiencies.

7.0 **ORDERING GUARD REQUIREMENT:**

7.1 Guard Documentation:

7.1.1 Guard documentation in accordance with Reporting Forms, will be submitted to the CBSA for all new security personnel subsequently assigned to a particular work site. New personnel are not to be assigned to a work site until the guard documentation has been received and accepted by CBSA. Subject documentation shall be submitted to CBSA, two working days prior to assignment, where possible.

7.1.2 Changes to the guard documentation including promotion, and date struck off strength, are to be forwarded as per the Guard Nominal Roll Form to CBSA no later than 0900 hours, Monday of each week.

7.2 Ordering Guard Requirement:

CBSA will advise the Contractor of the detailed requirements at least 72 hours before the initial contract start date or when the contract is awarded if it is less.

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7.3 Change of Requirements:

Within prescribed notice times shown in paragraph 7.4, CBSA reserves the right to:

- **increase or decrease the number of hours or timing of requirements at any location**
- **alter the guard category at any location**
- **add or decrease service at new or existing locations**

7.4 Change Notice Time:

7.4.1 Unexpected Additional Guard Requirements:

As described in article 4.3, from time to time, unforeseen operational requirements demand that the Contractor react to immediate, or near immediate, needs for additional guards. Some examples of these types of operational requirements include but are not necessarily limited to:

- **medical transportation**
- **care and custody of medical cases at area hospitals**
- **VIA transports**
- **transports related to CBSA arrests.**

In these types of cases, the Contractor is expected to fulfill the specific staff resource with no reduction of the complement at the BCHC, by use of the attainment of additional guards, or by the use of double shifting, approved overtime (subject to 7.4.4. below) or by any other means devised by the Contractor. In these instances, where the requirement is for six (6) guards or less, the Contractor shall provide said guards within two (2) hours of said request. In these instances, where the requirement is for seven (7) or more guards, the Contractor shall provide said guard complement within seventy-two (72) hours of said request.

7.4.2 Pre-Planned Additional Guard Requirements:

In other instances, where certain operational requirements are known to CBSA, as much advance notice of the need for additional guards shall always be provided to the Contractor, as is possible, and in any event that notice shall never be less than:

- **where the requirement is for six (6) guards or less, the Contractor shall provide said guards within seventy-two (72) hours of said request**
- **where the requirement is for seven (7) or more guards, the Contractor shall provide said guard complement within two (2) weeks of said request.**

7.4.3 CBSA agrees that any increase in the regularly scheduled guard call-up will not exceed that number provided for by the Contractor in their bid submission, without a signed agreement between the CBSA and the Contractor, in the form of a letter of notice signed by CBSA and endorsed by the Contractor.

7.4.4 Overtime billing rates will be paid by CBSA when the notice time for any increase in service is less than that indicated above, when authorized by CBSA. The number of days billable for overtime shall not exceed the difference in the notice time indicated in paragraph 7.4.1 and 7.4.2 and the notice time actually given, unless otherwise approved by CBSA. The Contractor shall however, make best effort to minimize the overtime hours required.

7.4.5 CBSA reserves the right to decrease the guard complement to the base number at any time without notice.

8.0 SCHEDULING AND ASSIGNING WORK:

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8.1 Within the guard requirements defined by CBSA, it is the BCHC Supervisor's responsibility to schedule work days and work hours for their employee guards and to assign them to work sites and posts.

8.2 It is the responsibility of the BCHC Supervisor to consult with CBSA to determine precise work requirements and to assign work posts, schedule breaks and lunch, provide on-the-job training, conduct investigations and provide incident reports to CBSA within 24 hours as required. The BCHC Supervisor shall make every reasonable effort to accommodate CBSA's arrangements for training of its security personnel and participate with CBSA in the hiring process of suitable security staff and other supervisory functions. CBSA will not be responsible for any costs associated with training or with backfilling staff on training.

9.0 LUNCH BREAKS AND REST PERIODS:

9.1 CBSA shall call for a sufficient number of guards to fill all posts and allow for relief person(s) to provide a 30 minute lunch break per 8 hour shift and one (1) 15 minute rest period for each consecutive four (4) hours worked. This requires that the BCHC Supervisor or guard supervisor arranges for breaks to be taken by staff in such a way that their duties are always covered by another staff member already on site.

9.2 CBSA agrees to pay for this time with the understanding that all guards must remain in the building during these periods in the event they may be called back to work to assist in an emergency situation (i.e. fire alert or riot).

10.0 CONSISTENCY OF ASSIGNMENTS:

The Contractor shall make every effort to assign the same full-time guards to this contract in order to maintain a work force that is dedicated and familiar with the work place and its particular requirements.

11.0 TIME ON DUTY:

Unless specifically authorized by CBSA in writing, security personnel shall not work more than thirteen (13) consecutive hours and shall have a minimum of eleven (11) hours between shifts.

UNIFORM SPECIFICATIONS

1.0 GENERAL:

1.1 All uniforms will be provided by the Contractor. The prescribed uniform will be of the Contractor's regular design. CBSA reserves the right to refuse or reject aspects or the entirety of the uniform.

1.2 Uniforms provided by the Contractor shall be worn by all security personnel assigned to the contract at all times while engaged in the performance of the services required. Security personnel will not be allowed at their work station unless they are wearing the authorized uniform.

1.3 Security personnel must wear identification issued by the Contractor, denoting their position, name and number and this badge must be discernible on the uniform at all times.

1.3.1 All guards shall wear, while on duty, a uniform conforming to the following requirements:

- Readily distinguished from public police force
- Displays the company logo or name in a prominent position.

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1.4 All uniforms must be maintained, clean, and neat and must fit properly at all times. Worn, frayed, damaged or patched uniforms will not be accepted. Shoes are to be cleaned and polished. Security guards will be subject to inspection by CBSA.

1.5 It is agreed and understood that security personnel will be provided with uniforms in a satisfactory condition and subject to the acceptance of CBSA. Failure to provide acceptable uniforms may be considered grounds for the guard's removal from federal government premises.

1.6 In the event that a failure to comply with any of the provisions detailed herein results in a shortage of guards, the provisions of shortfill or shortfall may apply and action taken accordingly.

MATERIEL SPECIFICATIONS

1.0 **MATERIAL:**

1.1 Furnished by the Project Authority as indicated below:

- telephone necessary for the conduct of official business
- facilities (excluding lockers) for security personnel's personal belongings
- post or standing orders, emergency orders, etc.
- access control registers, motor vehicle log, or other such records
- personal safety equipment (mask, ear protectors, safety glasses), if required
- reliable communication system that enables all vehicles on the road to contact each other, and/or the supervisor, at all times. The system will be used to convey instructions and/or to request assistance.
- reliable communication system for the guards (i.e., radio, cellular phone, etc.) within the BCHC.
- good quality handcuffs, leg irons, and transport belts in an amount required to meet operational requirements. These items must be approved by a delegated CBSA official.
- security personnel time sheets, batteries and bulbs for existing flashlights and lanterns
- flashlights and batteries if required. Batteries must be tested periodically.
- any required security passes (VIA) or access cards
- report forms e.g. shift incident reports, etc.

It is understood and agreed that the above will remain the property of CBSA, who shall be responsible for all operating costs such as maintenance, batteries, back up equipment, etc. All equipment utilized shall be authorized by CBSA prior to its use.

It is understood and agreed that the Contractor shall be responsible for repair and/or replacement of this equipment in the event of any loss or neglectful damage. The cost of normal maintenance, required as a result of ordinary wear and tear, will be borne by CBSA. The Contractor will obtain prior approval from CBSA for the repair of equipment. The cost of maintenance expenses will be paid by CBSA following receipt from the Contractor of an invoice and supporting documentation. The equipment provided will be operational and in good order.

2.0 PROPERTY ACCOUNTABILITY:

All property furnished by CBSA under this Contract shall remain the property of CBSA Upon termination of the Contract, the Contractor shall render an accounting of all such property which came into his possession under this Contract and return same to CBSA. The Contractor will reimburse CBSA for any lost, damaged or missing items because of action/inactions by its employees.

2.0 **ABUSE OF TELEPHONES - LONG-DISTANCE CHARGES:**

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CBSA will not pay for any unauthorized telephone charges that the Contractor's employees incur while they are on government property or using government invoiced equipment. Any such charges will be billed to the Contractor.

REPORTS AND FORMS

1.0 STANDARDIZED FORMS:

1.1 The Supplier will supply the following forms:

(a) Individual Guard Documentation:
This form will be used to provide evidence to CBSA of a guard's qualifications, category, etc., prior to assignment of security personnel to a work site.

(b) Security Shift Report:
This form will be used to identify significant incidents or performance indicators for either individual guards or a work site. In addition to instructions contained in Post Orders or Standing Orders, all major incidents (i.e., fire, theft, break-ins, significant property damage, medical emergencies, etc.) are to be reported in accordance with established time standards. A Security Shift Report (Post Log) shall be initiated by the security guard on duty at each post location, immediately upon commencement of the shift. The report shall then be completed chronologically, immediately following each significant incident or performance. Where the services at a post require more than one (1) security guard per shift, the Security Shift Report shall be completed by the Senior security guard and shall include the names of all security guards on duty during the shift. Distribution of the completed Security Shift Report, within 24 hours of the incident, is as follows:

Copy 1 - to be forwarded to CBSA.
Copy 2 - to be retained at the post until picked up by the Contractor's Patrol Officer (supervisor) or as otherwise instructed by the Contractor.

(c) Security Personnel Nominal Roll:
This form will be used to provide CBSA with the names, license numbers, rank, work site assignment and status changes of guards being promoted, current training obtained or required, added to or deleted from the contractor's guard force. This must be submitted to CBSA once per month.

(d) Security Personnel Time Sheets:
The Contractor may choose to make available to CBSA for examination and approval a series of standardized company forms which could be used in lieu of the above forms which could separate or combine functions.

1.2 CBSA will supply the following form:

(a) Access Control Register:
This form will be used for access control to a building.

1.3 CBSA, whenever applicable, will prepare the following reports:

(a) Guard Quality Assurance Report:
This form will be used to provide details of incidents encountered. The Contractor will return the appropriate copies to CBSA, indicating remedial action taken, within seven (7) days of the date indicated in the Inspection Authority Signature block.

(b) Commercial Guard Services - Work site Monthly Summary Performance
Report:

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This form will be used to provide both CBSA and the Contractor with a fiscal year to date, monthly summary of each individual site;
- guard shifts monitored by telephone;
- inspection visits conducted;
- guards inspected;
- guard compliments (praise) reported;
- validated deficiencies reported:

This report will cover significant incident/performance variances such as:
- Shortfills (rank deficiencies/unqualified security personnel);
- Shortfalls (post unmanned);
- Health problems;
- Deportment;
- Training;
- Appearance;
- Uniforms;
- Licensing;
- Security Clearance/Reliability Checks;
- Language;
- Performance;
- Excessive hours worked;
- Feedback;
- Non-Visit (posts not visited by supplier's Patrol Officers); and Back-up support.

MISCELLANEOUS

1.0 **VEHICLES:** Supplied by CBSA

2.0 **GASOLINE:**

The Contractor will be provided with Government of Canada approved credit cards to purchase gasoline or will be reimbursed the actual cost reasonably and properly incurred without profit for gasoline used by the vehicles in the completion of any performance of work. Actual costs will be verified by CBSA through proof of payment made by the Contractor for gasoline purchased in conjunction with kilometers traveled as recorded in the motor vehicle log. No personal or Contractor gain shall be made from the purchase of gasoline. (e.g. use of air mile cards).

3.0 **OVERTIME:**

Overtime will be paid to the guards in accordance with Provincial Regulations. However, the Contractor may only bill CBSA under the following situations:

- **A guard/driver/administrative guard/supervisor/manager is authorized by CBSA to work beyond their regularly scheduled hours on any established shift.**
- **A minimum of three hours overtime will be paid for any requested security guard needs that are incremental to the established complement and are requested by CBSA. Overtime under this scenario will cease to be paid at the commencement of the next scheduled shift. Example: If a detainee is admitted to a hospital at 0300 hours and an additional guard is called in to backfill for the guard posted at the hospital, overtime will be paid to the Contractor for a minimum of three hours and a maximum of five hours for the called-in guard. Overtime charges will cease at the commencement of the 0800 hour day shift. CBSA will not pay the incremental guard overtime.**

4.0 **STATUTORY HOLIDAYS:**

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4.1 There are nine (9) recognized statutory holidays (New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday/St. Jean Baptiste Day, Labour Day, Thanksgiving, Christmas and Boxing Day) for which suppliers can bill CBSA at the statutory holiday rates. Contractors must comply with Provincial Regulations regarding rates of pay/time off for their employees.

4.2 In the cases when a guard is prevented from working because a federal government office is closed (e.g. Remembrance Day; if a statutory holiday falls on a weekday, guard complements are reduced), CBSA will pay the regular time rates for those individuals. In turn, the Contractor must pay the security personnel their regular rate, so they do not lose wages through no fault of their own.

5.0 **TIME VERIFICATION:**

Time charged and the accuracy of the Contractor's time recording system may be verified by Canada's representatives before or after payment is made to the Contractor under the terms and conditions of the Contract. If verification is done after payment, the Contractor agrees to repay any overpayment immediately upon demand by Canada.

6.0 **SURCHARGE:**

CBSA shall deduct from payment to the Contractor a surcharge per occurrence in accordance with the deficiencies listed in Contractor Performance Standards. All invoicing by the Contractor will conform to the requirements requested by CBSA as required for verification and clarification.

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Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETU: . BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving Public Works and Government Services Canada/Réception des soumissions Travaux publics et Services gouvernementaux Canada
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, B. C.
V6Z 2V8
Bid Fax: (604) 775-7526

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Title - Sujet Provision of Security Guard Servic		
Solicitation No. - N° de l'invitation 47890-108010/A	**Amendment No. - N° modif.** 001	
Client Reference No. - N° de référence du client 47890-108010	**Date** 2009-02-23	
GETS Reference No. - N° de référence de SEAG PW-$XSB-015-5531		
File No. - N° de dossier XSB-8-25383 (015)	**CCC No./N° CCC - FMS No./N° VME**	
Solicitation Closes - L'invitation prend fin **at - à 02:00 PM** **on - le 2009-02-27**	**Time Zone** **Fuseau horaire** Pacific Standard Time PST	
F.O.B. - F.A.B. **Plant-Usine:** ☐ **Destination:** ☐ **Other-Autre:** ☐		
Address Enquiries to: - Adresser toutes questions à: Morrissey, Tom	**Buyer Id - Id de l'acheteur** xsb015	
Telephone No. - N° de téléphone (607) 820-9509 ( )	**FAX No. - N° de FAX** (604) 775-7692	
Destination - of Goods, Services, and Construction: **Destination - des biens, services et construction:**		

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**
Vendor/Firm Name and Address **Raison sociale et adresse du fournisseur/de l'entrepreneur** **Telephone No. - N° de téléphone** **Facsimile No. - N° de télécopieur**	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) **Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)** **Signature** **Date**	

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e etage
Vancouver, BC V6Z 2V8

Canada

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Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
47890-108010/A	001	xsb015
Client Ref. No. - N° de réf. du client	**File No. - N° du dossier**	**CCC No./N° CCC - FMS No/ N° VME**
47890-108010	XSB-8-25383	

TABLE OF CONTENTS

Title: Provision of Security Guard Services and Transportation Services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

This amendment is issued to provide the following answers.

The last day for submitting questions or getting clarification was February 20th.

Q1. Annex A1 Part 3 Section 5.2 states that Security guards involved in the delivery or supervision of the security services are subject to the British Columbia Security Services Act and British Columbia Security Services Act Regulations.

Because the security work provided to CBSA is considered integral to the federal undertaking, we submit that a security worker, is qualified to perform the duties at CBSA without being licensed under provincial legislation, as the provincial legislation is not applicable because CBSA is federally regulated. Are you prepared to accept proposal without the provincial licensing requirements on the basis just described?

A2. Section 5.2 should have been worded to mention that the British Columbia Security Services Act Regulations may apply to the provision of these services. Like all provincial and federal regulation, acts, legislation, it is up to the contractor to ensure it meets all its obligations in these areas. It is up to the bidder/contractor to determine if the British Columbia Security Services Act Regulations applies.

Q2. Annex C page 20, states that there are nine (9) statutory holidays, and the contractor must comply with Provincial regulations, yet the holidays listed are not either the Provincially mandated dates or the Federally mandated dates.

Please clarify the statutory holiday entitlement.

A2. Similar to the answer above it is up the bidder/contractor to adhere to applicable provincial/federal requirements and regulations.

Clarification: Anywhere in the solicitation document where it mentions regulations, acts or legislation the actual obligations under those statutes supersede any reference, correct or otherwise, in the solicitation.

Q3. The RFP clearly addresses the provision of vehicles and gasoline by CBSA for the transportation of detainees.

Section 2.0 Transportation Requirements - There is a requirement to provide safe and secure transport of detainees to many destinations outside the Lower Mainland.

What provisions is there for the related transportation expenses (e.g. Airline tickets and associated costs), per diem for meals/expenses and accommodations when travelling, as required to provide the safe and secure transport of detainees?

A3. In such cases the contractor will be paid meal per diems in accordance with the current Treasury Board Travel Guideline rates in effect at the time. Other costs incurred will be paid at actual cost without mark up.

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Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government Services Canada/Réception des soumissions Travaux publics et Services gouvernementaux Canada
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, B. C.
V6Z 2V8
Bid Fax: (604) 775-7526

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet Provision of Security Guard Servic	
Solicitation No. - N° de l'invitation 47890-108010/A	**Date** 2009-02-02
Client Reference No. - N° de référence du client 47890-108010	
GETS Reference No. - N° de référence de SEAG PW-$XSB-015-5531	
File No. - N° de dossier XSB-8-25383 (015)	**CCC No./N° CCC - FMS No./N° VME**
Solicitation Closes - L'invitation prend fin **at - à 02:00 PM** **on - le 2009-02-27**	**Time Zone** **Fuseau horaire** Pacific Standard Time PST
F.O.B. - F.A.B. **Plant-Usine:** ☐ **Destination:** ☐ **Other-Autre:** ☐	
Address Enquiries to: - Adresser toutes questions à: Morrissey, Tom	**Buyer Id - Id de l'acheteur** xsb015
Telephone No. - N° de téléphone (607) 820-9509 ( )	**FAX No. - N° de FAX** (604) 775-7692
Destination - of Goods, Services, and Construction: **Destination - des biens, services et construction:** CANADA BORDER SERVICES AGENCY Pacific Region Enforcement Centre 300 GEORGIA ST W. #700 VANCOUVER British Columbia V6B 6C8 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée 2009-04-01	**Delivery Offered - Livraison proposée**
Vendor/Firm Name and Address **Raison sociale et adresse du fournisseur/de l'entrepreneur** **Telephone No. - N° de téléphone** **Facsimile No. - N° de télécopieur**	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) **Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)** **Signature**	**Date**

Issuing Office - Bureau de distribution
Public Works and Government Services Canada - Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e etage
Vancouver, BC V6Z 2V8

Canada

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Annex A & A1 Statement of Work

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Annex A1	Statement of Work
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Annex D	Insurance Requirements
Annex E	Certifications

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation and resulting contract document is divided into seven parts plus annexes as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

And Annexes.

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2. Summary

To provide security guard services and transportation services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

These duties include but are not necessarily limited to:

a) The care and control of persons detained under the authority of the Immigration and Refugee Protection Act (hereafter referred to as detainees) at the British Columbia Holding Centre (BCHC) located at Vancouver International Airport and in the day cells at Library Square building, 300 West Georgia Street, Vancouver.

b) The management and provision of the safe and secure transportation of detainees and their personal effects to and from the BCHC, and other locations described herein.

c) The provision of escorting detainees through the process that culminates in their departure from Canada, typically from Vancouver International Airport (VIA) or land port of entry (hereafter described as Departure Verification).

d) The performance of other duties consistent with the security function that may from time to time be required by the CBSA.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website: http://sacc.pwgsc.gc.ca/sacc/index-e.jsp.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2008-12-12) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 4.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: (120) days

2. Submission of Bids

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Proposal.
Emailed bids will not be accepted.

3. Enquiries - Bid Solicitation

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All enquiries must be submitted in writing to the Contracting Authority no later than (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

5. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

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PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (5 hard copies)
Section II: Financial Bid (2 hard copies)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

(a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
(b) use a numbering system that corresponds to the bid solicitation;
(c) include the certifications as a separate section of the bid.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

See Annex B for details on what should be included in the bidder technical proposal.

While Her Majesty has attempted to provide guidence/details on information that should be included in the bidder's technical proposal, Her Majesty takes no responsibility for the bidders proposal. Bidders must adequately address each criteria and may provide additional/supplemental information.

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with the Annex C "Financial Bid". The total amount of Goods and Services Tax or Harmonized Sales Tax is to be shown separately, if applicable.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

See Annex B

1.2 Financial Evaluation

See Annex C

2. Basis of Selection

See Annex B

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PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify the bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Contract Award

The certifications in Annex E should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1.2 The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

1.2. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

1.3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.

1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

1.5 The Contractor must comply with the provisions of the:

(a) Security Requirements Check List and security guide (if applicable), attached at Annex F
(b) Industrial Security Manual (Latest Edition)

2. Insurance Requirements

See Annex D

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Note: These clauses are resulting contract clauses. Bidders are not to fill them out. This will be done by the Contracting Officer when drafting the contract. These clauses are simply give in order to advise the bidders of the resulting contract terms and conditions.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

See Annex __

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website:
http://sacc.pwgsc.gc.ca/sacc/index-e.jsp.

2.1 General Conditions

2035 (2008-12-12), General Conditions - Services, apply to and form part of the Contract.

3. Security Requirement

3.2 The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

3.2. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

3.3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.

3.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

3.5 The Contractor must comply with the provisions of the:

(a) Security Requirements Check List and security guide (if applicable), attached at Annex F
(b) Industrial Security Manual (Latest Edition)

4. Term of Contract

4.1 Period of Contract

The period of the Contract is from April 1, 2009 to March 31, 2014 inclusive.

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5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____
Title:_____
Public Works and Government Services Canada
Acquisitions Branch
Directorate:_____
Address: _____

Telephone: ___-___-_____
Facsimile: ___-___-_____
E-mail address: _____

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ___-___-_____
Facsimile: ___-___-_____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ___-___-_____
Facsimile: ___-___-_____
E-mail address: _____

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6. Payment

6.1 Basis of Payment

See Annex __

6.2 Limitation of Expenditure

See Annex __

6.3 Method or Payment

See Annex __

7. Certifications

7.1 Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire contract period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7.2 Canadian Content Certification

1. The Contractor warrants that the certification of Canadian Content submitted by the Contractor is accurate and complete, and that the goods, services or both to be provided under the Contract are in accordance with the definition contained in clause A3050T.

2. The Contractor must keep proper records and documentation relating to the origin of the goods, services or both provided to Canada. The Contractor must not, without obtaining before the written consent of the Contracting Authority, dispose of any such records or documentation until the expiration of six (6) years after final payment under the Contract, or until settlement of all outstanding claims and disputes under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit, inspection and examination by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all facilities for such audits, inspections and examinations, and must furnish all such information as the representatives of Canada may from time to time require with respect to such records and documentation.

3. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

8. Applicable Laws

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The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____.

9. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

(a) the Articles of Agreement;
(b) the General Conditions - Services 2035 (2008-12-12);
(c) Annex __, Statement of Work;
(d) Annex __, Basis of Payment, Method of Payment, Invoicing, Audit
(e) Annex __, Security Requirements Check List;
(f) Annex __, Insurance Requirements;
(g) the Contractor's bid dated _____ ", as amended on _____

10. Site Regulations

The Contractor must comply with all standing orders or other rules, instructions and directives in force on the site where the Work is performed.

11 Insurance Requirements

See Annex D

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ANNEX A
STATEMENT OF WORK

Title: Provision of Security Guard Services and Transportation Services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

To provide security guard services and transportation services for the Pacific Regional Enforcement Centre of Canada Border Services Agency

These duties include but are not necessarily limited to:

a) The care and control of persons detained under the authority of the Immigration and Refugee Protection Act (hereafter referred to as detainees) at the British Columbia Holding Centre (BCHC) located at Vancouver International Airport and in the day cells at Library Square building, 300 West Georgia Street, Vancouver.

b) The management and provision of the safe and secure transportation of detainees and their personal effects to and from the BCHC, and other locations described herein.

c) The provision of escorting detainees through the process that culminates in their departure from Canada, typically from Vancouver International Airport (VIA) or land port of entry (hereafter described as Departure Verification).

d) The performance of other duties consistent with the security function that may from time to time be required by the CBSA.

See Annex A1 for further details.

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ANNEX B
TECHNICAL BID EVALUATION AND BASIS OF SELECTION

The following criteria will be used in evaluating the technical proposals:

1.0 Experience in Care and Custody of Detained Persons (10 Points)

Detail the number of years of experience the company has in the safe care and secure custody of persons detained under municipal, provincial, federal, or international laws.

2.0 Management Personnel: (20 Points)

Project Manager: (10 points)

Provide a resume of your proposed Project Manager who will be assigned to liaise with the CBSA for the solution of security problems. The resume must cover the following:

a. Management work experience (including time periods, duties number of people managed and name of employer)

b. Number of guard hours managed during the past two (2) years, expressed in numbers of hours worked.

c. Police or law enforcement background.

BCHC Supervisor: (10 Points)

Provide a resume of your proposed BCHC Supervisor that will be assigned to supervise personnel, provide contract monitoring, resolve issues, provide training, scheduling, invoicing, etc..

a. Management work experience (including time periods, duties number of people managed and name of employer)

b. Number of guard hours managed during the past two (2) years, expressed in numbers of hours worked.

c. Police or law enforcement background

3.0 Experience in Delivering Security Guard Services: (20 Points)

Outline your experience in providing security services over the last 3 years, and what percentage the company has dedicated its resources to each item. Special attention should be drawn to the types of security services provided that mirror those types of services described in this requirement. Include:

_ Number of annual guard hours
_ Brief description of services
_ Contract period

3.1 Performance Rating: (10 Points)
Provide the following information for two (2) of the largest former or present clients for which your firm has provided security services so that we may contact for a reference.

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_ Name and address of firm
_ Name and contact information of senior manager
_ Location where services were provided

4.0 Recruitment and Selection Practices: (10 Points)

Describe in detail what tools will be used for purposes of the recruitment of guards and supervisors, paying close attention to the qualifications and standards required under the proposed contract.

5.0 Commencement of Operations: (10 Points)

There is a proposed ongoing workforce of approximately 32 employees, 5-7 days per week, covering 24 hours per day, operating out of the Metro Vancouver Area region. If awarded the contract, describe how your company will organize and deploy a complete workforce on the first day of the contract, taking into consideration the language, training and security clearance requirements, as well as dealing with existing guards who may
be granted protection under Provincial legislation.

6.0 Training Delivery: (05 Points)

Bidders must provide satisfactory evidence of their ability to implement the requirements of the Training Standards. This evidence should include the following:

a. A detailed training syllabus covering all aspects of the basic and supervisory training programs; the proposed training material together with the methodology covering the training approach e.g. lectures, workshops, audio visual equipment and training quality control procedures;

b. A brief résumé showing the qualifications and recent (last 5 years) teaching experience, including any in the security field, of all proposed training instructors that may be required;

c. Procedures for evaluation/assessment of personnel during and on completion of the parts of the training program that are not being delivered by the CBSA.

7.0 Policies and Procedures: (05 Points)

Provide the company's manuals dealing with protocols, policies, rules and regulations, or procedures related to guard/supervisor activities. Also include any employee handbooks, reporting forms, and so on, specifically related to their expected performance, appearance and deportment.

8.0 Troubleshooting and Escalation Procedures: (05 Points)

Bidders are requested to address each of the following:

a. How will the company identify and respond to daily security issues (troubleshooting), and what protocols would you establish to ensure that they are brought to the attention of CBSA immediately. What measures would be taken to correct security deficiencies.

b. In case of an incident occurring on-site, describe the escalation procedures that the company currently uses to ensure streamlined communications and optimal operations.

9.0 Flexibility: (05 Points)

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Describe by way of an operational plan, how your company would respond to the changing needs of the operation, in terms of deploying sufficient numbers of qualified and trained staff immediately for purposes of dealing with a sudden increase in detainees from 10 to 30 in number.
Specifically, by:
a) - Increasing the number of guards at the BCHC in order to provide adequate coverage for all usual daily duties and responsibilities.
- Providing sufficient numbers of guards to meet the increased need for transport, including but not limited to the transfer of detainees to and from VIA, medical facilities, alternate detention sites, etc.
- Providing sufficient numbers of guards for departure verification.
Please be specific as to the scenarios you would plan for, including how you would endeavor to recruit guards, the time frames anticipated to put your plan into action and have sufficient guards in place.
b) Describe by way of an operational plan, how your company would respond to the changing needs of the operation, in terms of deploying sufficient numbers of qualified and trained staff, if the detention operation were to be expanded to accommodate up to 100 additional detainees and to be able to sustain adequate care and control of the detainee population while maintaining all other security activities.

Total Max Points 100

In order to be considered for contract award technical proposal must score a minimum of 70 technical points.

Proposals which fail to do this will be declared non-responsive and not considered further

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Basis of Selection:

Selection will be based on best value as determined by a ratio of 70% vs. 30% of the technical score and price, respectively. The highest final technical score will receive the maximum points of 70 and the others prorated accordingly. The proposal with the lowest price (must be technically acceptable) will receive the maximum points of 30 and the other proposals prorated. The highest total score when adding the technical points and the price points will be considered as representing best value.

i.e.)

Example of Best Value Determination

Assuming three valid bids are received (each meets the minimum technical score).

Details:

	Bid #1	Bid #2	Bid #3
Technical:	88 points	82 points	76 points
Price	$35K	$33K	$29K

Calculation:

Bidder	Technical Points	Price Points	Total Points
Bid #1	88 X 70 = 70.00 * 88	**29 X 30 = 24.86 35	94.86 points
Bid #2	82 X 70 = 65.23 88	29 X 30 = 26.37 33	91.60 points
Bid #3	76 X 70 = 60.45 88	29 X 30 = 30 29	90.45 points

* Highest technical score.
** Lowest Price (including all Options - as applicable)

Award to Bid #1 (Highest total score taking into consideration technical and price)

Note:
The above is only an example to show mathematically how the relationship between technical and price will be handled. The prices above DO NOT NECESSARILY REPRESENT AN ESTIMATE OF THE RATES ASSOCIATED WITH THIS PARTICULAR REQUIREMENT

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ANNEX C
FINANCIAL BID EVALUATION/BASIS AND METHOD OF PAYMENT

The bidders must submit their financial offer in the following manner. Failure to do so will result in your offer being considered non-responsive and not considered for award.

Period: April 1, 2009 to March 31, 2010.

Position	Regular Hours	Overtime Hours	Stat Holidays Worked Hours
BCHC Supervisor	$	$	$
Supervisor	$	$	$
Security Guard*	$	$	$

Period: April 1, 2010 to March 31, 2011.

Position	Regular Hours	Overtime Hours	Stat Holidays Worked Hours
BCHC Supervisor	$	$	$
Supervisor	$	$	$
Security Guard*	$	$	$

Period: April 1, 2011 to March 31, 2012.

Position	Regular Hours	Overtime Hours	Stat Holidays Worked Hours
BCHC Supervisor	$	$	$
Supervisor	$	$	$
Security Guard*	$	$	$

Period: April 1, 2012 to March 31, 2013.

Position	Regular Hours	Overtime Hours	Stat Holidays Worked Hours
BCHC Supervisor	$	$	$
Supervisor	$	$	$
Security Guard*	$	$	$

Period: April 1, 2013 to March 31, 2014.

Position	Regular Hours	Overtime Hours	Stat Holidays Worked Hours
BCHC Supervisor	$	$	$
Supervisor	$	$	$
Security Guard*	$	$	$

*Security Guard is defined as BC Holding Centre guards, fixed posts, general duty, transport drivers and any other guards as may be required for any extra duty provisions.

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For price evaluation purposes the rate for BCHC Supervisor will represent 3.7% consideration; Supervisor rate 19.4% and Security Guards rate 76.9%.

Hourly rates provided above are firm and all-inclusive. The Crown shall not pay for any costs related to staffing or personnel beyond that explicitly stated herein.

Payment will be based on actual hours worked
VEHICLES: Supplied by CBSA

GASOLINE:

The Contractor will be provided with Government of Canada approved credit cards to purchase gasoline or will be reimbursed the actual cost reasonably and properly incurred without profit for gasoline used by the vehicles in the completion of any performance of work. Actual costs will be verified by CBSA through proof of payment made by the Contractor for gasoline purchased in conjunction with kilometers traveled as recorded in the motor vehicle log. No personal or Contractor gain shall be made from the purchase of gasoline. (e.g. use of air mile cards).

OVERTIME:

Overtime will be paid to the guards in accordance with Provincial Regulations. However, the Contractor may only bill CBSA under the following situations:

I. A guard/driver/administrative guard/supervisor/manager is authorized by CBSA to work beyond their regularly scheduled hours on any established shift.

Ii. A minimum of three hours overtime will be paid for any security guard needs that are incremental to the established complement and are requested by CBSA.
Overtime under this scenario will cease to be paid at the commencement of the next scheduled shift. Example: If a detainee is admitted to a hospital at 0300 hours and an additional guard is called in to backfill for the guard posted at the hospital, overtime will be paid to the Contractor for a minimum of three hours and a maximum of five hours for the incremental guard. Overtime charges will cease at the commencement of the 0800 hour day shift. CBSA will not pay the incremental guard overtime.

STATUTORY HOLIDAYS:
There are nine (9) recognized statutory holidays (New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday/St. Jean Baptiste Day, Labour Day, Thanksgiving, Christmas and Boxing Day) for which suppliers can bill CBSA at the statutory holiday rates. Contractors must comply with Provincial Regulations
regarding rates of pay/time off for their employees. Provision for the payment of statutory holidays not worked is included in the calculation of the Contractor's overhead costs.

In the cases when a guard is prevented from working because a federal government office is closed (e.g. Remembrance Day; If a statutory holiday falls on a weekday, guard complements are reduced), CBSA will pay the regular time rates for those individuals. In turn, the Contractor must pay the security personnel their regular rate, so they do not lose wages through no fault of their own.

TIME VERIFICATION:
Time charged and the accuracy of the Contractor's time recording system may be verified by Canada's representatives before or after payment is made to the Contractor under the terms and conditions of the Contract. If verification is done after payment, the Contractor agrees to repay any overpayment immediately upon demand by Canada.

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SURCHARGE:
The Consignee shall deduct from payment to the Contractor a surcharge per occurrence in accordance with the deficiencies listed in Annex "E", Contractor Performance Standards. All invoicing by the Contractor will conform to the requirements requested by the Consignee as required for verification and clarification.

GST/HST to be extra to prices quoted.

Method of Payment:

1. Monthly payments shall be made for work completed in that month

All payments will be made within:

(a) thirty (30) days following the end of the month in which the courses were delivered, or course development is completed, as applicable:; or
(b) thirty (30) days following the date on which an invoice and substantiating documentation are received according to the terms of the Contract;

whichever is later

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ANNEX D
INSURANCE REQUIREMENTS

The Contractor must comply with the insurance requirements specified below. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than $2,000,000 per accident or occurrence and in the annual aggregate.

2. The Commercial General Liability policy must include the following:

   (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

   (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

   (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

   (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

   (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

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(f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(g) Employees and, if applicable, Volunteers must be included as Additional Insured.

(h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

(n) Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

(p) Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.

(q) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.

(r) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the

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Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:
Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

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ANNEX E
CERTIFICATIONS

Education and Experience Certification

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting Contract.

Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" means a former member of a department as defined in

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the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

(a) an individual;
(b) an individual who has incorporated;
(c) a partnership made up of former public servants; or
(d) sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

"pension" means a pension payable pursuant to the Public Service Superannuation Act, R.S., 1985, c. P-36, as indexed pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above?
YES ( ) NO ( )

If so, the Bidder must provide the following information:

(a) name of former public servant;
(b) date of termination of employment or retirement from the Public Service.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? YES ( ) NO ( )

If so, the Bidder must provide the following information:

(a) name of former public servant;
(b) conditions of the lump sum payment incentive;
(c) date of termination of employment;
(d) amount of lump sum payment;
(e) rate of pay on which lump sum payment is based;
(f) period of lump sum payment including start date, end date and number of weeks;
(g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is $5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Certification

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By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Federal Contractors Program for Employment Equity - $200,000 or more- Certification

1. The Federal Contractors Program for Employment Equity (FCP-EE) requires that some suppliers bidding for federal government contracts, valued at $200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP-EE, evidence of its commitment must be provided before the award of the Contract.

   Suppliers who have been declared ineligible contractors by Human Resources and Social Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contract Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP-EE for a reason other than the reduction of their workforce. Any bid from ineligible contractors will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP-EE, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC. The form can be found on the following Service Canada Website: http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e.

3. The Bidder certifies its status with the FCP-EE, as follows:

   The Bidder

   (a) ( ) is not subject to the FCP-EE, having a workforce of less than 100 permanent full or part-time employees in Canada,

   (b) ( ) is not subject to the FCP-EE, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;

   (c) ( ) is subject to the requirements of the FCP-EE, having a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from HRSDC, (having not bid on requirements of $200,000 or more), in which case a duly signed certificate of commitment is attached;

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(d) ( ) is subject to the FCP-EE, and has a valid certificate number as follows: _____ (e.g. has not been declared ineligible contractor by HRSDC).

Further information on the FCP-EE is available on the following HRSDC Website: http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml.

Certification Signature:

Name of Firm: _____
Address: _____
_____
_____

Name of Person Certifying the above statements are true and accurate (Print Name)

_____
Name

_____ _____
Signature Date

Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies for that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

Annex 7.8 of the Supply Manual (http://www.pwgsc.gc.ca/acquisitions/text/sm/chapter07-e.html#annex 7.8) shows how Canadian content is determined for a mix of goods, a mix of services or a mix of goods and services.

Canadian Content Definition (A3050T)

1. Canadian good: A good wholly manufactured or originating in Canada is considered a Canadian good. A product containing imported components may also be considered Canadian for the purpose of this policy when it has undergone sufficient change in Canada, in a manner that satisfies the definition specified under the North American Free Trade Agreement Rules of Origin (see Supply Manual, Annex 5.5: http://www.pwgsc.gc.ca/acquisitions/text/sm/chapter05-e.html#annex5.5).

   For the purposes of this determination, the reference in the NAFTA Rules of Origin to "territory", is to be replaced with "Canada".
   For photocopiers, computers and office equipment within Federal Supply Classification (FSC) groups 36, 70 and 74, only the products

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of MERIT/CIRCLE firms or companies in Priority Group 1 prior to April 1992 are considered Canadian (see paragraph 7.(a)).

2. Canadian service: A service provided by an individual based in Canada is considered a Canadian service. Where a requirement consists of only one service, which is being provided by more than one individual, the service will be considered Canadian if a minimum of 80 percent of the total bid price for the service is provided by individuals based in Canada.

3. Variety of goods: When requirements consist of more than one good, one of the two methods below is applied:

   (a) aggregate evaluation: no less than 80 percent of the total bid price must consist of Canadian goods; or,

   (b) item by item evaluation: in some cases, the bid evaluation may be conducted on an item-by-item basis and contracts may be awarded to more than one supplier. In these cases, suppliers will be asked to identify separately each item that meets the definition of Canadian goods.

4. Variety of services: For requirements consisting of more than one service, a minimum of 80 percent of the total bid price must be provided by individuals based in Canada.

5. Mix of goods and services: When requirements consist of a mix of goods and services, no less than 80 percent of the total bid price must consist of Canadian goods and services (as defined above).

6. Annex 7.8 of the Supply Manual (http://www.pwgsc.gc.ca/acquisitions/text/sm/chapter07-e.html#annex 7.8) shows how Canadian content is determined for a mix of goods, a mix of services or a mix of goods and services.

7 Other Canadian goods and services:

(a) CIRCLE Canada and MERIT Partnership Program: For photocopiers, computers and office equipment within FSC groups 36, 70 and 74, only the products of the following firms are considered Canadian goods:

   (i) MERIT Partner under the MERIT Partnership Program (http://strategis.ic.gc.ca/epic/internet/inict-tic.nsf/en/it04598e.html) (administered by Industry Canada [IC] and Public Works and Government Services Canada [PWGSC]);

   (ii) Companies which, on March 31, 1992, were allocated to Priority Group 1 under the Priority Groups Policy in effect at that time; or

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(iii) CIRCLE Canada (http://strategis.ic.gc.ca/epic/internet/inict-tic.nsf/en/it04597e.html) companies as agreed on by IC and PWGSC.

(b) Textiles: Textiles are considered to be Canadian goods according to a modified rule of origin, copies of which are available from the Clothing and Textiles Division, Commercial and Consumer Products Directorate.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 31, 2014 03:41 PM
To: Dyck, John
Subject: FW: Media calls

-----Original Message-----
From: MacKillop, Ken
Sent: January 31, 2014 3:37 PM
To: 'MEDIARE@fin.gc.ca'
Cc: MacVicar, Roslyn; Bolduc, Martin; Weber, Caroline; Bolton, Bernée; Giolti, Patrizia
Subject: Fw: Media calls

Pls see revised statement for issuance to all media who have today asked for comment.

MR, pls amend reference to RC as discussed and send to PCO.

Thanks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: Friday, January 31, 2014 06:25 PM
To: MacKillop, Ken
Subject: Re: Media calls

Revised statement that can be sent only to outlets looking for comment. Please send to PCO:

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre

Here are the facts:

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When this incident occurred, our immediate concern was for the care of the individual.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will be able to release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

Jean-Christophe de Le Rue

----- Original Message -----
From: MacKillop, Ken [mailto:Ken.MacKillop@cbsa-asfc.gc.ca]
Sent: Friday, January 31, 2014 06:07 PM
To: deleRue, Jean-Christophe
Subject: Media calls

J-C, there are calls from Torstar, AFP Montreal, Postmedia, and Vancouver Sun - are you sure you don't want us to just issue the statement?

Tks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Sin, Jenny

From: Averill, Sean
Sent: January 31, 2014 03:11 PM
To: PAC-Dist_CBSA_CPSD_All; PAC-dist_CBSA_Olympics; PAC-Dist_EID_All; PAC-Dist_Metro_Vancouver_District; PAC-Dist_Trade_Operations_Division_Pacific
Cc: PAC-Dist_RMC
Subject: Vigil planned for 17:30 today at Library Square

Good afternoon,

It has come to our attention that there will be a vigil outside of the CBSA offices located at 300 West Georgia Street Vancouver, BC, on January 31st, 2014 commencing at/about 5:30 pm. This event has been organized in response to the recent news of a foreign national passing away while in CBSA custody. It is not known how many persons will attend this event, or if the group will move to other known CBSA offices. We expect this to be a peaceful demonstration, not unlike other organized events that have taken place outside our Library Square office.

Pacific Region Security Services is recommending that all CBSA staff and Government of Canada employees working at or near Library Square, as well as those staff members who may need to be in the area are made aware of this event. This vigil could impact one's ability to leave the area at the close of business, or to perform work during the afternoon shift. Should this event prevent you from leaving your work location or your ability to perform work, please let your supervisor / manager know and discuss available options. Alternative exits from the building may have to be used, as well as, changing frequently used routes to and from the building.

Furthermore, it is recommended that uniformed personnel and / or marked CBSA vehicles not make their presence known in the area of the vigil.

All staff are encouraged to be cognizant of their surroundings, as well as, the events and situations taking place at or near Library Square. If you find yourself in need of urgent help, dial 9-1-1 and request the assistance of the police. Once you are safe, the incident should be reported to your manager and a security incident report submitted.

If you are aware of any CBSA personnel who may not receive this message through established distribution lists, e.g. members of headquarters visiting the region, please let them know about this planned event.

The Region will continue to monitor this situation, and provide any necessary updates.

If there are any questions, please contact the undersigned at

Sean Averill
Acting Manager – Security & Professional Standards Unit
Corporate and Program Services Division| Division des services corporatifs et des programmes
Pacific Region | Région du Pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
525 Hamilton Street, Vancouver BC V6B 2R1 | 525, rue Hamilton, Vancouver C-B V6B 2R1
sean.averill@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0812 / Facsimile | Télécopieur 604-666-4438
Government of Canada | Gouvernement du Canada

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Sin, Jenny

From: Bolton, Bernée
Sent: January 31, 2014 01:58 PM
To: Dyck, John; Boldt, Perry
Subject: FW: URGENT for your review please

Importance: High

FYI, we are hoping to get this approved for Monday.

bb

From: PAC, CBSA-Communications
Sent: January 31, 2014 1:57 PM
To: Bolton, Bernée; St John, Faith; Bourque, Jennifer
Subject: FW: URGENT for your review please
Importance: High

From: Wudel, Stefanie
Sent: January-31-14 01:57:11 PM (UTC-08:00) Pacific Time (US & Canada)
To: CBSA-ASFC_Hearings_Detentions-Audiences_Detentions
Cc: PAC, CBSA-Communications; Carnadin, Amitha
Subject: URGENT for your review please

Hi there,

The Pacific Region has put together a fact sheet on CBSA immigration holding centre facilities – draft pasted below.

We have contacted our regional colleagues regarding the operations of our local short term facility, but I would appreciate your input regarding the document as a whole, with special attention to the details of the long term facilities in Toronto and Montréal (highlighted).

This is urgent in nature and I appreciate your input and assistance.
This document will be sent to HQ comms once we have final input and approval from yourselves and the region.

Many thanks!
Best,
Stefanie

Fact Sheet

CBSA Immigration Holding Centre Facilities

The purpose of this document is to enhance public understanding of the CBSA immigration holding centre (IHC) operations and the rights of individuals in detention.

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The CBSA strives to strike a balance between transparency, and while protecting the safety and security of: individuals detained for immigration purposes; CBSA officers; private security guards and upholding integrity of our operations.

Background: Legal Authority to detain individuals for immigration purposes

As part of their enforcement of the *Immigration and Refugee Protection Act* (IRPA), officers of the Canada Border Services Agency (CBSA) are authorized to arrest permanent residents and foreign nationals who have, or who may have, breached the Act. People can be detained if they pose a danger to the public, if their identity is in question or if there is reason to believe that they will not appear for immigration proceedings.

For more information on arrests and detentions, please view the following factsheets:

- Arrests and Detentions
- Overview of the CBSA's Immigration Detention Program

CBSA Detention Facilities

Following an arrest, a person can be detained at a provincial correctional facility or at the low-risk immigration detention centre in Montréal or Toronto. The CBSA also has a short-term facility in Vancouver for detentions of less than 72 hours.

The CBSA retains responsibility for all CBSA operations; however the CBSA does contract the services of private security companies to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at a CBSA detention facility (holding centre)
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and
- The performance of other security duties as required by the CBSA.

Contracted employees and the contracting company are required to meet a number of standards: all personnel must complete the government security screening process; they must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement; as well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.

Determining Suitable Facilities

A person who is detained may be held in a correctional facility or an immigration holding centre. The CBSA relies on provincial correctional facilities to detain high-risk detainees (for example, those with criminal background). Where appropriate and practicable, low-risk detainees will be held in a CBSA Immigration Holding Centre.

Officers and CBSA Management review a variety of factors to determine if an individual is suitable for a lower or higher-risk facility. These factors include: medical needs, mental health issues, history of violence, criminal activity, impairment, and/or a history of substance abuse.

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's

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immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern.

CBSA Immigration Holding Centre - Short Term Facility

The CBSA operates one short term facility in Vancouver, British Columbia, that is authorized to hold a maximum of 24 individuals for detentions under 72 hours.

Reasons why individuals may be held in this particular facility are: individuals awaiting removal, individuals awaiting transfer or individuals recently arrested and detained under IRPA.

In the short term detention facility, clients have access to:

- Telephones: In short term facilities, telephones are mounted in both the male and female common areas. Detainees are free to make local calls (without cost), collect long distance calls, or long distance calls with a calling card 24/7.
- Legal counsel: an individual may request access to legal counsel in person or over the phone at any point in detention.
- Duty Council: Provides free legal services available to any individual in detention.
- CBSA Detainee Liaison Officer (DLO): DLO's are available to follow up on requests, complaints, and clarify immigration process' for individuals in detention. They are available by phone for any facility and they also conduct regular site visits.
- Medical services: Medical personnel are accessible 24/7 and all officers and guards are trained in first aid.
- Between the hours of 06:00-23:00 cell doors are open and individuals have access to showers, a common area, and washrooms. Each cell includes a toilet, wash basin and fountain.

Due to the secure location of this facility, visitor access – other than the Canadian Society of the Red Cross, UNHCR, and Legal Counsel/Duty Counsel – is limited.

CBSA Immigration Holding Centre - Long Term Facility (TO BE CONFIRMED/REVIEWED BY HQ)

When appropriate, an individual may be placed in long term detention facilities, such as the low-risk immigration detention centre in Montréal or Toronto.

In long term detention facilities, such as the Toronto Immigration Holding Centre (IHC) and Laval Immigration Detention Centre, clients have access to all the items available in short term facilities, with the following exceptions:

- Telephones: Detainees are free to make local calls (at no cost), collect long distance calls, or long distance calls with a calling card between 24/7, except during meal times.
- Religious Services: accommodations can be made for an individual in detention to practice his/her religion
- Visitation: Detained individuals can have visits from family members, friends and community groups, use the telephone and receive mail.
- Recreational Facilities

Provincial Detention Facilities (holding facilities):

When an individual is detained for a period over 72 hours (in B.C.), or if they are deemed to be unsuitable for CBSA detentions, they are placed in provincial facilities.

For more information, please contact the appropriate provincial Correctional Services office.

Other materials: The CBSA is guided by immigration laws and regulations when determining detention. Please see the Detention guidelines (PDF, 152 KB) and detention factsheet for additional background information on the detention process.

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Dyck, John

From: Sidhu, Sonia
Sent: January 31, 2014 01:45 PM
To: Linde, John; Clarke, Laura; Dyck, John
Cc: Boldt, Perry
Subject: APPROVED BN Medical Incident at the BC
Attachments: BN_Medical Incident at the BC Immigration Holding Centre (2).pdf

Importance: Low

For your records.

From: Proulx, Annick
Sent: January 31, 2014 1:43 PM
To: Boldt, Perry; Rice, Kimberly; Zeleznik, Brett; Sidhu, Sonia
Cc: Cabana, Philippe; Patrice, France; Proulx, Annick; Marinho, Andreia; Rancourt, Heather
Subject: BN Medical Incident at the BC

Bonjour,

Please find attached BN signed by Martin Bolduc.

Have a good week-end!

Annick Proulx
Étudiante | Student
Bureau du Vice-Président | Vice-President's office
Direction générale des Opérations | Operations Branch
Agence des services frontaliers du Canada | Canada Border Services Agency
Gouvernement du Canada | Government of Canada
191, Laurier Ave West, Ottawa (ON) K1A 0L8 – Office 18037
Tél. : (613) 952-2605
annick.proulx@cbsa.asfc.gc.ca

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President's Office Time Stamp / Timbre dateur du bureau du président

Canada Border Services Agency / Agence des services frontaliers du Canada

PROTECTED A / PROTÉGÉ A

CBSA/ASFC-14-_____

ROUTING SLIP/BORDEREAU D'ACHEMINEMENT

	ACTION REQUIRED/ MESURE REQUISE		
Name and Telephone Number/ Nom et numéro de téléphone	**Initials and date/ Initiales et date**	**Action**	**Information**
President/Président Luc Portelance		☐	☒
Executive Vice-President/ Premier vice-président Malcolm Brown		☐	☒
Vice-President/ Vice-président Martin Bolduc	JAN 3 1 2014	☒	☐
Associate Vice-President/ Vice-présidente associée Caroline Xavier		☐	☒
Regional Director General/ Directrice générale régional Roslyn H. MacVicar Tel. /Tél. 604-666-0760			

Subject/Objet : Briefing Note on the Medical Incident in British Columbia
Action/Mesure : For Information / Pour information
BF/AR :

Attached for your information is a briefing note on the medical incident that occurred on December 20, 2013 at the British Columbia Immigration Holding Centre and the operational response being undertaken by the Agency.

CC: Claude Rochette, Vice-President, Comptrollership Branch
Richard Wex, Vice-President, Programs Branch
Peter Hill, A/Associate Vice-President, Programs Branch
Caroline Weber, Vice-President, Corporate Affairs Branch
Camille Therriault-Power, Vice-President, Human Resources Branch
Tom Saunders, Executive Director and Senior General Counsel, Legal Services

Canada Border Services Agency
Operations Branch Assoc. V.P.'s Office
JAN 3 1 2014 18082

Agence des services frontaliers du Canada
Direction générale des opérations,
Bureau du V.P. associé

Canada

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Canada Border Services Agency | Agence des services frontaliers du Canada

PROTECTED B

For information

MEDICAL INCIDENT AT THE BRITISH COLUMBIA IMMIGRATION HOLDING CENTRE

For the President

PURPOSE

To provide a status report on the Canada Border Service Agency's (CBSA) operational review of the medical incident that occurred on December 20, 2013, at the British Columbia Immigration Holding Centre (BCIHC).

ISSUE

While awaiting deportation by the CBSA, a female detainee at the BCIHC attempted to take her life, and subsequently died as a result of her injuries on December 28, 2013 at a local hospital in Vancouver, British Columbia (BC).

Following the incident, the CBSA immediately initiated an internal review of its operations. In addition, a National After-Incident Working Group was established to provide procedural and infrastructure recommendations with respect to the detention program at the BCIHC and immigration holding centres throughout the Agency.

BACKGROUND

Ms. Lucia Dominga Vega Jimenez, a citizen of Mexico, was brought to the BCIHC at the Vancouver International Airport on December 19, 2013, to await her scheduled removal from Canada on December 22, 2013. The BCIHC is a small CBSA-leased facility located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours.

Upon notification to senior management of the December 20, 2013 incident at the BCIHC, a formal process was undertaken to provide information to external stakeholders that included the Canadian Red Cross, the Mexican Consulate, the Royal Canadian Mounted Police (RCMP) and British Columbia Corrections.

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The RCMP immediately commenced a criminal investigation and concluded on January 28, 2014, that no criminal offence had occurred. Concurrently, the BC Coroners Service served the CBSA with an Order to Seize pursuant to the *British Columbia Coroners Act* on January 3, 2014.

Internally, regional CBSA officials participated in a review of the incident and our operational response. As noted above, a National After-Incident Working Group has been established to identify procedural and infrastructure improvements with respect to the detention program at the BCIHC, recognizing that there may be implications for other holding centres across the country.

STATUS

The National After-Incident Working Group leads have been identified as Ms. Lesley Soper, acting Director General of Enforcement and Intelligence, Programs Branch and Mr. Pierre Giguère, Director General of Security and Professional Standards Directorate. The working group is comprised of representation from all parts of the Agency, including national headquarters, other regions and Pacific Region operations. The scope of the review includes consultations with national and provincial partners.

NEXT STEPS

The CBSA Pacific Region will continue to fully cooperate with the BC Coroners Service. Once the Coroners' investigators have reviewed the facts, the circumstances and issues surrounding the death, a decision will be made regarding an inquest.

The National After-Incident Working Group will table its review and recommendations in a report for the President. This report will be provided to you on February 28, 2014.

JAN 3 1 2014

Martin Bolduc, Vice-President
Operations Branch

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Sin, Jenny

From: MacKillop, Ken
Sent: January 31, 2014 01:11 PM
To: Bolton, Bernée; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

ONCE APPROVED.....hoping for today....

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ok, will it be posted today to our website or tomorrow?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

VPs don't want a video.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Weber, Caroline
Sent: January 31, 2014 3:52 PM

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Sin, Jenny

From: Sidhu, Sonia
Sent: January 29, 2014 02:18 PM
To: MacVicar, Roslyn; Boldt, Perry; Dyck, John; Scoville, Kim
Subject: 911 from BC Coroner's communications NR - (Copy & Paste)
Attachments: jimenez death.docx

Importance: High

Statement on Death of Lucia Vega Jiminez

VICTORIA – The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28th, 2013 at Mount St Joseph's Hospital in Vancouver. Ms. Vega Jimenez had been taken to hospital the morning of December 20th , 2013 after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on December 28th, 2013.

Chief Coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced.

"Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Ms. Lapointe stated.

"While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us. I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully cooperating with Coroners Service investigators."

The decision as to whether to conclude the investigation by public Coroner's Report or Coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Contact: Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 or 250 213-5020

From: Bolton, Bernée
Sent: January 29, 2014 2:12 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry
Subject: 911 from BC Coroner's communications NR
Importance: High

FYI I will be forwarding to HQ pending your comments. I would prefer the removal of hanging from a shower stall to found in distress.

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BRITISH COLUMBIA Coroners Service

NEWS RELEASE

For Immediate Release
[release number]
Jan. 29, 2014

Ministry of Justice

Statement on Death of Lucia Vega Jiminez

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Contact: Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 or 250 213-5020

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 02:15 PM
To: Carnadin, Amitha; Dyck, John
Cc: PAC, CBSA-Communications; Boldt, Perry
Subject: RE: For Approval: Media Query Vancouver Sun - YVR Case

Given where we are at I cannot ask for more. I strongly recommend we ask for the "confidentially agreement aspect" be addressed.. John, anything further to add here?

From: Carnadin, Amitha
Sent: January 29, 2014 2:12 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Approval: Media Query Vancouver Sun - YVR Case

Hi Bernee,

Here`s a proposed response....scaled back a bit since HQ wants us to keep it minimal. For your review.

Thanks,
Amitha

REACTIVE

Media: Vancouver Sun –
Contact: @vancouversun.com
Issue: YVR Case
Deadline: asap

Questions
1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?
2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?
4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?
5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?
6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?
7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?
8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?
9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Response:
To reiterate, the CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

With regards to confidentiality agreements, what we can tell you is that it is not a practice of the CBSA to have individuals sign confidentiality agreements.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 02:07 PM
To: Jarrette, Amy; Dyck, John; Boldt, Perry
Subject: FW: FYI - misinformation

This likely will be a major theme at Friday's vigil/protest. I strongly recommend you reconsider the position and please let us settle this one aspect.

bb

From: Wudel, Stefanie
Sent: January 29, 2014 1:56 PM
To: Bolton, Bernée
Cc: Carnadin, Amitha
Subject: FYI - misinformation

1. **BC Civil Liberties** @bccla 3 hrs

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

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Sin, Jenny

From: Carnadin, Amitha
Sent: January 29, 2014 02:00 PM
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications; Boldt, Perry; Dyck, John
Subject: For Urgent Approval: Media Queries YVR Case

Importance: High

Hello,

Seeking urgent approval on the proposed responses below. We have several media queries on the YVR Case. Specifically would like to draw your attention to the portions on the confidentiality form and the use of video at detention facilities (and the portions on private security firms). The RDG has approved and recommended we use this language.

Thanks,
Amitha
604-666-3434

Reactive Media Queries (5)

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?
R1. The family did not sign, and was never asked to sign any, type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?
The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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****

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: asap

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?
R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?
R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?
R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

****

Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Questions and Answers:

Q1. Can we film the holding cells area?
R1. For the privacy and security of those persons in detention, we do not permit filming in this area.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

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R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

****

Media: CBC News, Vancouver -
Contact: @cbc.ca
Deadline: asap

Questions and Answers:

Q1. Why was Jimenez in CBSA custody? Why was she hospitalized on December 20. 2012? Did she have any underlying medical conditions? Will anyone from CBSA speak to us on-camera or over the phone for radio?
R1. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Does CBSA contract an external security company at it's detention centres? If so, whom?

R2. The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

****

Media: CBC News,
Contact: @cbc.ca

Question: Point of clarification-- were the employees at the holding facility employees of the CBSA, or a private security company. If a private firm, which one?

Proposed Response:

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Sin, Jenny

From: Scoville, Kim
Sent: January 29, 2014 01:57 PM
To: Bolton, Bernée; Dyck, John
Cc: Boldt, Perry
Subject: RE: For Information: Media queries - BCIHC case

I like the part about addressing the fact that there was no confidentiality agreement signed....or even requested to be signed.

From: Bolton, Bernée
Sent: January 29, 2014 1:45 PM
To: Scoville, Kim; Dyck, John
Cc: Boldt, Perry
Subject: FW: For Information: Media queries - BCIHC case

I have particular concern with not responding to the confidentially agreement aspect. Please advise.

From: Jarrette, Amy
Sent: January 29, 2014 1:42 PM
To: Bolton, Bernée
Subject: FW: For Information: Media queries - BCIHC case

As per our discussion; we are recommending not addressing case specifics.

From: CBSA-ASFC-Media Relations
Sent: January 29, 2014 4:41 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Jarrette, Amy
Subject: FW: For Information: Media queries - BCIHC case

From: Graham, Maja
Sent: January-29-14 04:40:17 PM (UTC-05:00) Eastern Time (US & Canada)
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; MacKillop, Ken; Khouryati, Joanne; Fiddy, Greg; MacKillop, Ken; Jarrette, Amy; Stokes, Mark; CBSA-ASFC-Media Relations
Subject: For Information: Media queries - BCIHC case

Good afternoon. For your information – Pacific region is still receiving numerous queries on the BC IHC case. Our position still stands, we will not be speaking to the specific case. Our updated response is below (approved by Ken MacKillop), we have added some messaging on national detention standards (approved by Susan Kramer and Stephen Bolton). Thank you, Maja

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MEDIA QUERIES

Media: (CKNW Radio) (Vancouver Sun) and others
Issue: BCIHC case

Response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Questions (CKNW Radio): The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions (Vancouver Sun):

1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?
2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?
4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?
5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?
6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?
7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?
8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?
9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Sin, Jenny

From: Scoville, Kim
Sent: January 29, 2014 01:38 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q3. CCTV equipment (video not audio) is utilized in this detention facility. The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

From: Bolton, Bernée
Sent: January 29, 2014 1:34 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1: ok
IE Ops: Doug Clarke.

From: Scoville, Kim
Sent: January 29, 2014 1:32 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1. For the privacy and security of those persons who may be in detention....we do not permit filming in this area.

Who is IE Ops?

From: Bolton, Bernée
Sent: January 29, 2014 1:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

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Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,
Amitha

REACTIVE

Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Issue: YVR case

Questions and Answers:

Q1. Can we film the holding cells area?

R1. To maintain the security of our operations, filming in this area is never permitted.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. As with any detention facility, there are security provisions in place to ensure the safety and security of personnel and detainees. The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

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IE Ops: Doug Clarke.

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Cc: Dyck, John; Boldt, Perry; Clarke, Laura
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Thank you
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Amitha

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Contact: @globalnews.ca
Deadline: asap

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 01:31 PM
To: CBSA-ASFC-Media Relations
Cc: PAC, CBSA-Communications; Boldt, Perry; Dyck, John
Subject: FW: Your inquiry

FYI, We have 6 outstanding media inquiries, some have the confidentially question.

Stand by for the regionally approved items. The one below is in the que.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: January 29, 2014 1:13 PM
To: Bolton, Bernée
Cc: Tanner, Adrienne (Vancouver Sun)
Subject: RE: Your inquiry

Hi,

I understand you refuse to talk about the Lucia Vega Jimenez story but we would still like to know when you were aware of the death and why didn't CBSA inform the public immediately.

Also, there were a number of general questions I did forward yesterday that were not answered and we are still hoping to get answers today. Besides the questions about the Jimenez case specifically. Here is a list of my general questions that I believe CBSA could answer today. They are:

1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?
2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?
4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?
5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?
6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?
7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?
8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?
9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the

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Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Thanks

From: Bolton, Bernée [mailto:Bernee.Bolton@cbsa-asfc.gc.ca]
Sent: Wednesday, January 29, 2014 12:44 PM
To: (Vancouver Sun)
Cc: PAC, CBSA-Communications
Subject: Your inquiry

Please email any follow-up questions you have and I shall review. Please keep in mind, as the matter is under investigation by the BC Coroners Service, the CBSA is not in a position to release further information.

Here is a link to information on our website regarding arrests and detentions.

http://www.cbsa-asfc.gc.ca/media/facts-faits/007-eng.html

Regards,

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 01:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,
Amitha

REACTIVE

Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Issue: YVR case

Questions and Answers:

Q1. Can we film the holding cells area?

R1. To maintain the security of our operations, filming in this area is never permitted.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. As with any detention facility, there are security provisions in place to ensure the safety and security of personnel and detainees. The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Sin, Jenny

From: Clarke, DougC
Sent: January 29, 2014 01:25 PM
To: Bolton, Bernée; Clarke, Laura; Dyck, John; Boldt, Perry; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Looks good.

From: Bolton, Bernée
Sent: January 29, 2014 12:46 PM
To: Clarke, Laura; Dyck, John; Clarke, DougC; Boldt, Perry; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: : For Urgent Approval: Global News Media Query on YVR Case

For your review asap please.

bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

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Thanks,
Amitha

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Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Issue: YVR case

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 01:24 PM
To: Clarke, Laura; Dyck, John; Clarke, DougC; Boldt, Perry; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: RE: : For Urgent Approval: Global News Media Query on YVR Case

Sorry to push, but we are being hammered. I must sent to RDGO as well thanks.
bb

From: Bolton, Bernée
Sent: January 29, 2014 12:46 PM
To: Clarke, Laura; Dyck, John; Clarke, DougC; Boldt, Perry; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: : For Urgent Approval: Global News Media Query on YVR Case

For your review asap please.

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Amitha

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Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Issue: YVR case

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 01:22 PM
To: Boldt, Perry; Dyck, John; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: RE: For Urgent Approval: Media Query Canadian Press on YVR Case

HQ would provide the language (I know they are working on it) so this is just a place marker.
bb

From: Boldt, Perry
Sent: January 29, 2014 1:13 PM
To: Bolton, Bernée; Dyck, John; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For Urgent Approval: Media Query Canadian Press on YVR Case

Should we have backpocket the timing of previous death in custody and confirm that it is already in the public realm and that we were transparent about it?

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 12:31 PM
To: Dyck, John; Clarke, Laura; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: For Urgent Approval: Media Query Canadian Press on YVR Case

For approval pls. Similar questions. Q 1. Will be verified by HQ.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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From: Carnadin, Amitha
Sent: January 29, 2014 12:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query Canadian Press on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval.

Thanks,
Amitha

REACTIVE

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?

R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

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R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Sin, Jenny

From: Boldt, Perry
Sent: January 29, 2014 01:13 PM
To: Bolton, Bernée; Dyck, John; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For Urgent Approval: Media Query Canadian Press on YVR Case

Should we have backpocket the timing of previous death in custody and confirm that it is already in the public realm and that we were transparent about it?

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 12:31 PM
To: Dyck, John; Clarke, Laura; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: For Urgent Approval: Media Query Canadian Press on YVR Case

For approval pls. Similar questions. Q 1. Will be verified by HQ.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: Carnadin, Amitha
Sent: January 29, 2014 12:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query Canadian Press on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval.

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Thanks,
Amitha

REACTIVE

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

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Q1.How many people have died in CBSA holding cells (nationwide)?

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If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 12:28 PM
To: CBSA-ASFC-Media Relations; MacKillop, Ken
Cc: Dyck, John; PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Importance: High

MR,
The following has been approved by Inland Enforcement Director. Laura Clarke and regional ops; Kim Scoville, ED as well as John Dyke , CPSD Director.

Highlighted has been reviewed by Susan Kramer, Case Management, HQ.

We strongly recommend proceeding with this response to refute the absolute falsehood of this particular aspect currently being reported by the media. Further we have 2 other media inquiries pending that also have a q on same. Those to follow.

Regards,

Bernée

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap as in NOON.

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The family did not sign, and was never asked to sign any, type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 11:50 AM
To: Dyck, John
Subject: RE: RDGO : For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Super thanks
bb

From: Dyck, John
Sent: January 29, 2014 11:48 AM
To: Bolton, Bernée
Subject: RE: RDGO : For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Bernee; RDGO will be proposing alternate wording for the response to the first question.... Stand by.

From: Bolton, Bernée
Sent: January 29, 2014 11:38 AM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RDGO : For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Roz, Kim For your formal approval please.
My thanks

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: Carnadin, Amitha
Sent: January 29, 2014 11:36 AM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Hi Bernee,

As requested, here's the final version of the CKNW response. Signed off by Laura Clarke and Susan Kramer.

Thanks,
Amitha

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com

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Deadline: asap

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 11:34 AM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry; Clarke, Laura; MacKillop, Ken; Jarrette, Amy; Stokes, Mark
Subject: FW: Media Coverage - Jan 29 morning update

From: Wudel, Stefanie
Sent: January-29-14 11:21:04 AM (UTC-08:00) Pacific Time (US & Canada)
To: PAC, CBSA-Communications
Cc: Carnadin, Amitha
Subject: Media Coverage - Jan 29 morning update

Morning Media Summary

Petition and vigil to mourn death of woman in CBSA custody
The petition has been authored by the group No One Is Illegal
The Canadian Press January 29, 2014 10:35 am

VANCOUVER – Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.
It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation.
The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. News 1130; Montreal Gazette ; Info Tel; Yahoo ; Vancouver Sun

CBSA detention can be a political no-man's-land

Woman's death after being held in custody highlights need for more oversight
Investigation sought after visitor dies in custody of border services agency
Woman dies while in custody of Canada Border Services Agency
Canada's border agency enlisting informants, prompts internal review
VANCOUVER (NEWS1130) – The details still aren't clear about why a woman died after being held in custody by Canada Border Services agents at the Vancouver International Airport. The woman was held for several days and then taken to hospital with a medical emergency where she later died. Security expert Josh Labove with SFU says being in CBSA custody is a grey area, or as he puts it, a political no-man's-land. "The issue in the meantime is that you're not really in Canada, and, you're not in the place that you left. So consular privileges don't extend to you either." Labove says unlike police detention, there is no clear oversight. "The transparency and the openness of the care they (CBSA) are providing I don't think is particularly clear or honest or forthright." Once you're arrested you're usually read your rights meaning you're given certain privileges under the Canadian Charter. It's a little different if you're held by the CBSA at a point of

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entry says Labove. "Just because we've landed at the airport, doesn't necessarily mean we have all the rights and privileges of being in Canada." That can leave detainees in that grey area.
"And when the Charter doesn't cover them, then due process and the rights and privileges we associate with Canadian criminal procedure or civil procedure don't apply." The CBSA won't comment on the case other than to say it is co-operating with a police and coroner's investigation.
The BC Coroner's office has confirmed the woman was a Mexican citizen. News 1130

Mexican woman who died after CBSA arrest hung herself rather than be deported

'It's a very lonely, isolated place out there,' immigration lawyer says of YVR holding cells

A Mexican woman desperate to remain in Canada hanged herself in the Canada Border Services Agency holding cells of Vancouver International Airport rather than face deportation. Lucia Vega Jimenez, 42, used a shower curtain to strangle herself on Dec. 20, a day after being placed in the stark holding facility. She died eight days later at Mount St. Joseph's Hospital in Vancouver. She left no suicide note. Vega Jimenez had previously made a refugee claim in Canada that was rejected in 2010. It is not known whether she was deported, but she was back in Canada shortly before Christmas when she was picked up by Transit police. She had not paid her bus fare and when police learned of her identity, they called Border Services, said Father Eduardo Quintero, the priest who administered her last rites. "She was being deported at the airport and she took her own life," Quintero said. He did not know Vega Jimenez but was contacted by her family in Mexico when they found out she was dying. They wanted him to visit the hospital, anoint Vega Jimenez and provide spiritual comfort to her sister Martha, who had travelled from Mexico to be by her side.
She had no contact with relatives in Mexico or friends in Vancouver while in detention, according to Quintero. Immigration lawyer Phil Rankin said lawyers are not allowed to visit YVR's holding cells, which are run by the Canada Border Services Agency, and in 15 years he has only been able to get in once. "It's a very lonely, isolated place out there," he said. "No one gets in or out. It's very impersonal, very secure (and) very private. There's no John Howard Society, no visits from family or lawyers. They want to move these people without fuss or muss. There's no oversight by non-officials." Rankin said if someone was distraught, there would be little opportunity for an outsider to come to their aid. Josh Paterson, executive director of the B.C. Civil Liberties Association, said the watchdog is "very troubled" by the death in custody. "We have a lot of questions and very few answers," Paterson said. "Nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?" There is no independent oversight of the agency's operations, he said, unlike other law enforcement agencies in B.C. A spokeswoman for the Canada Border Services Agency, Amitha Carnadin, refused to answer Vancouver Sun questions emailed to her regarding the policies and procedures in place at the YVR holding cells. Nor would she confirm which security agency is contracted with CBSA to work there. Carnadin said Richmond RCMP investigated and determined the matter was not criminal in nature. "The health and safety of those in our care is of paramount concern," Carnadin said in an email. "We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life." The national vice-president of the Customs and Immigration Union said he was "shocked" to hear about the death, via the media. "None of my members (federal law enforcement officers with CBSA) are involved in this case," said Jason McMichael. "(Vega Jimenez) was not in my members' custody. I can only speculate she was in the custody of the contractors.
"I should have been briefed by the CBSA, but that is their prerogative." Rankin said he assumes the private security contract CBSA has at the airport is with Genesis Security, since that firm also does the CBSA contract for the immigration holding cells at 300 West Georgia in Vancouver. But, Rankin added, when he visited YVR's holding cells recently, it was very clear to him that federal corrections officers from CBSA were in charge and the security staff, likely from Genesis, were not doing anything without their oversight. Calls to Genesis Security's president and vice-president were not returned. News of Vega Jimenez's death one month ago was only made public Monday. Neither the CBSA nor the B.C. Coroners Service would say how Vega Jimenez died or provide any information about the circumstances of her death. "The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing," Carnadin said. Coroners Service spokeswoman Barb McLintock said she couldn't confirm the cause of Vega Jimenez's death or even its classification. McLintock said it's also not yet known whether a coroner's inquest will be held. Rankin said he believes a coroner's inquest is necessary, particularly since the case could shed light on what goes on at YVR

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holding cells given the lack of civilian oversight. Quintero said he believes it would be helpful if priests could regularly visit people in detention at YVR. While he was a priest in Mexico, he said, it was common for him to visit immigration centres there to provide spiritual support to detainees. Vancouver Sun

COMMENTS (as of 11:20 am PST)

Miriam Berman · Top Commenter · University of British Columbia
inmates are supposed to be checked every 15 min while in custody... these checks were not done or she would be alive today... there are cameras in the cells and the officer must keep a written log of every check
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
She hung herself in the shower, there are no cameras there! How long do you think it takes to hang oneself? Not 15 minutes, that's for sure!
Reply · 1 · Like
Top of Form

Corrie Cullen · Burnaby South
people die every day, why do we have to pay for babysitting, cbsa does a great job

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
I knew Genisis Security looked after CBSA's transports, but not look after lockup facilities. This is just to save money, in either case the Police Act does not apply as Genesis Security are not police officers and The CBSA is federal. The suicide was a definite in custody, and by not saying anything the CBSA brass have cast suspicion on the death. Why??? By the way, the lockup facilities from what I saw, certainly do not look stark to me. There is absolutely no reason to answer not to answer some simple questions as to the name of the victim and the apparent method of death. Unless the person displayed suicidal tendencies I doubt there can be much criticism, except for being dumb and not notifying the public. And of course the BC liberties association is up on their soap box!
Reply · 1 · Like

Jordan Wong · Top Commenter · The University of British Columbia (UBC)
You mean the dungeons underneath the hotel? They're pretty stark. At least there's some human contact in the detention cells in customs secondary.
Reply · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
Jordan Wong Do you work there? Apparently no gets in, not even lawyers. I was just judging by the photo, looked modern and clean to me. It may be underneath the hotel, but it is not one.
Reply · Like

Terry Masson · Top Commenter · Calgary, Alberta
i hope all the clowns who were posting about her having heroin in her body, are you now SUCKING ONE??? not surprized that this happened at yvr,.....we have already watched how they deal with problems there....and then they hid it for a week.....what is the elephant in the room here??...too bad vancouver does not have a real news outlet, with real investigative reporters....there is probably a story here that needs to be told.
Reply · 1 · Like

Paul Warburton · Top Commenter · Vancouver, British Columbia

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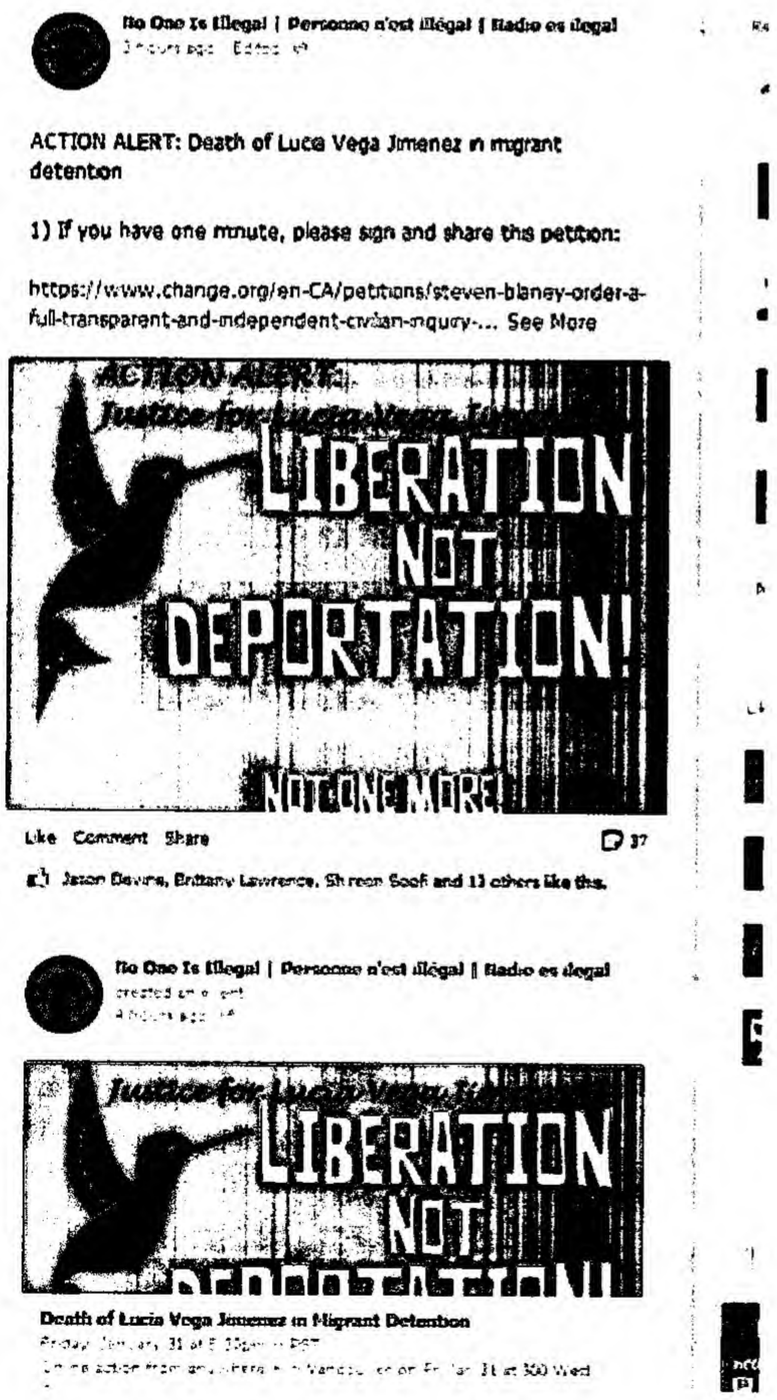
Never mind "oversight." This is all about hindsight. Like they say, everybody using hindsight has 20-20 vision. How could CBSA anticipate this woman would (A) be suicidal, and (B) hang herself with a shower curtain? Countless people are placed in holding cells and they don't kill themselves...
Reply · 1 · Like

Ed Reimer · Works at MSA Ford Sales
sincerity hope it dosnt just blow over
Reply · 1 · Like
Kat S · Top Commenter · University of Victoria
For those of you who don't understand what the big deal is...

We, as a society have a responsibility to protect our most vulnerable members - and that includes undocumented migrants. For someone to be detained and deported over a transit ticket is absurd. For a woman to believe that death is a better option than deportation is tragic. And for the CBSA to try to cover it up is absolutely disgusting.
Reply · Like
Top of Form
Bottom of Form
· 16 minutes ago

FACEBOOK

***As of 11:20 am PST 95 people are attending according to Facebook**



TWITTER

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1.  **Tatiana Gomez**_@GomezLawAvocate_54 secs
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html … #cbsa #cdnimm

1. **News1130**_@News1130radio_13 mins
Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

2. **BC Civil Liberties**_@bccla_18 mins
Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

1. **24 hours Vancouver**_@24hoursvan_44 mins
Priest alleges Mexican victim's family signed confidentiality agreement http://ow.ly/t3pFb #yvr #vancouver

 Eva Salinas @eva_sita 7 mins
heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd

 AdrienneTanner @AdrienneTanner 13 mins
Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html ...

 Jamie Hyland @JamieHyland 28 mins
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/touch/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html?rel=813152 ... #CBSA #shame #YVR

 Santi Rodriguez, SJ @sayochia 49 mins
Terrible new: Mexican woman who died after #CBSA arrest hung herself rather than be deported. Justice for Lucia! http://www.ottawacitizen.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html ...

 Elise Hahn @elisehahn 1 hr
There must be visibility. There must be transparency. Cloak and dagger politics at the border must end. #JusticeforLucia #Vancouver #CBSA

 Elise Hahn @elisehahn 1 hr
The pursuit of #migrantjustice requires dismantling of border controls. We must not permit the #CBSA to determine who lives and who dies.

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 Elise Hahn @elisehahn 2 hrs
Furious does not express my outrage. The #CBSA must be held accountable in the death of Lucia Vega Jimenez. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death ...

 Tatiana Gomez @GomezLawAvocate 2 hrs
Confidentiality agreement in Mexican death: priest | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement ... #cdnimm #cbsa

 Josh Labove @jlabove 3 hrs
The detainee in #cbsa custody attempted suicide when refugee application was denied, lest there was any doubt of a fear of persecution.

 Josh Labove @jlabove 3 hrs
I'm live now on @CKNW talking about the death of #CBSA detainee. Who's in charge?

 Joshua Sohn @jbsohn 3 hrs
New details emerging after Mexican woman dies in #CBSA custody http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/ ...

 Josh Labove @jlabove 6 hrs
The death of a woman in #CBSA custody shows how borders are made into legally ambiguous spaces as a security tactic: http://ow.ly/2aNGEW
from Greater Vancouver, British Columbia

 bee @stalecupcake 11 hrs
No lawyers allowed? How is this LEGAL? "@VancouverSun: woman died after #CBSA arrest hanged herself in #YVR cell http://ow.ly/2DlVR1 "

 The Vancouver Sun @VancouverSun 11 hrs
Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli

 Joan Rollins @joan_rollins 12 hrs
via @24hoursvan @sumwin10 R proud peaceful nation now the schoolyard bully. BTW #CBSA goons @ YVR Most Unfriendly. Bad vibes 4 Visitors
View conversation Hide conversation

 S•A @MenolakGanteng 12 hrs
#CBSA ~ "Cuaca Bogor Sedang Ahhay" •••zZzz..zzZZz..zz
from Bogor Selatan, Kota Bogor Collapse

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News1130 @News1130radio 12 hrs
#CBSA detention can be a political no-man's-land http://dlvr.it/4pKQH3


David P Ball @davidpball 15 hrs
Confidentiality agreement in Mexican woman's #CBSA custody suicide: Priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement ... @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 15 hrs
Confidentiality agreement alleged in Mexican woman's death in #CBSA custody: Last-rites priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement ... #YVR #Immigration

From: Wudel, Stefanie
Sent: January 28, 2014 5:10 PM
To: Bolton, Bernée
Cc: St John, Faith; Carnadin, Amitha
Subject: RE: Media Coverage

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, 604.319.8655 (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful!

http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamare like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 26

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

Reclaim Turtle Island
Community

No One Is Illegal Montreal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
4 hours ago

Migrant woman dies in custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport

Like · Comment · Share 3

Fernando Wolf likes this.

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
5 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
3 hours ago

Lucia Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grse), dying by suicide (we remember the Wall family, Habtom Kibraeb, Hossein Bijani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
[illegible].cbc.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 26

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
3 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Lucia Vega Jimenez

Mexican woman dies in Border Services custody
Vancouver 24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 26

Like · Comment · Share 15

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
20 hours ago

http://www.youtube.com/watch?v=gy2PkDU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.294.1255 Toll-free 866.853.9707 Fax: 613.421.2206 http://www.justicefordeepan.org

Like · Comment · Share

Jameka Titanium Miley, Gee Tee, Stanislav Kupferschmid and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link
Yesterday

Documentary on SB 1070 in Arizona

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TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

2. SFU PAMR **SFU Media Relations** @sfupamr 50m

#SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

Expand Collapse

3. 

Josh Labove @jlabove 59m

The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

Expand Collapse

- Report Tweet

4. 

Josh Labove @jlabove 1h

MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story



Helena Handbasket @MyPetGloat 19 hrs

Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

VS **The Vancouver Sun** @VancouverSun 21 hrs

B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.

Global Toronto

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The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."

Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"

Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.

Jiménez was rushed to Mount St. Joseph hospital but died a week later.

At this time, no other details have been provided about her death.

"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.

"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.

Paterson said there has to be an investigation into what happened.

"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."

We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.

VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.

BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.

Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.

Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.

She died in a Vancouver hospital on Dec. 28.

McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered...Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

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Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered...CBC; Vancouver Sun; Huffington Post BC

Facebook



TWITTER (as of 3 pm PST)

1. **We Are Jose** @wearejose 9 mins
Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley

Helena Handbasket @MyPetGloat 16 hrs
Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

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Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)



Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual "Wanted by the CBSA": [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more



Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... #CDNpoli



David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services ...



Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 ...



Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca



Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn ... #cdnimm #cbsa

Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

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The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F ...

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR


David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody ... #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Sin, Jenny

From: Scoville, Kim
Sent: January 29, 2014 11:33 AM
To: Dyck, John; Bolton, Bernée; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura confirms....no request for 'confidentiality agreement' was made by the CBSA.

Kim.

From: Dyck, John
Sent: January 29, 2014 11:15 AM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

I concur – it is important to correct the falsehoods that are being reported.

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

Thanks for your support,
bb

From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

As discussed Bernee – new lines are highlighted. Waiting for HQ Program approval.

Media lines

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On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 11:32 AM
To: Clarke, Laura; Clarke, DougC; Morris, George; Boldt, Perry
Cc: Carnadin, Amitha; Dyck, John; Wudel, Stefanie
Subject: RE: For Urgent Approval: Media Query CP on YVR Case

I will move forward to RDGO then and many thanks
bb

From: Clarke, Laura
Sent: January 29, 2014 11:30 AM
To: Bolton, Bernée; Clarke, DougC; Morris, George; Boldt, Perry
Cc: Carnadin, Amitha; Dyck, John; Wudel, Stefanie
Subject: Re: For Urgent Approval: Media Query CP on YVR Case

Doug has responded with Susan's comment but to confirm, we are good with the lines and no confidentiality agreement was requested by EID.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 02:22 PM Eastern Standard Time
To: Clarke, DougC; Clarke, Laura; Morris, George; Boldt, Perry
Cc: Carnadin, Amitha; Dyck, John; Wudel, Stefanie
Subject: FW: For Urgent Approval: Media Query CP on YVR Case

We now have 3 media inquiries of varying questions all have confidentiality q. Please see the below we are waiting for your advisement.
bb

From: PAC, CBSA-Communications
Sent: January 29, 2014 11:20 AM
To: Bolton, Bernée; St John, Faith; Wudel, Stefanie; Bourque, Jennifer
Subject: FW: For Urgent Approval: Media Query CP on YVR Case

From: Carnadin, Amitha
Sent: January-29-14 11:20:24 AM (UTC-08:00) Pacific Time (US & Canada)
To: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query CP on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval. Will adjust the confidentiality messages based on regional feedback on the CKNW query....

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Thanks,
Amitha

REACTIVE

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?

R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q4.Can you confirm that she made a refugee claim? Was she deported

R4. Under the provisions of the Privacy Act, we are not able to provide this information.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

R5. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

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Sin, Jenny

From: Scoville, Kim
Sent: January 29, 2014 11:24 AM
To: Clarke, Laura; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

This isn't an issue for Susan. Roz and I need to know....did we ask anyone to sign a confidentiality agreement and if so who....and why??

From: Clarke, Laura
Sent: January 29, 2014 11:22 AM
To: Scoville, Kim; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: Re: Media Lines - BCIHC

Doug is responding on this right now as we were waiting for input from Susan Kramer it should be good to go with what we've already fed in.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:19 PM Eastern Standard Time
To: Bolton, Bernée; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura....can you look into this ASAP for Roz and myself. Did we ask anyone to sign "confidentiality agreements"??????

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

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bb

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Sin, Jenny

From: Scoville, Kim
Sent: January 29, 2014 11:20 AM
To: Dyck, John; Bolton, Bernée; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Let's get confirmation on the facts....first.

From: Dyck, John
Sent: January 29, 2014 11:15 AM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

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From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

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Media lines

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Sin, Jenny

From: Clarke, DougC
Sent: January 29, 2014 11:22 AM
To: Carnadin, Amitha; Bolton, Bernée
Cc: Morris, George; Dyck, John; Boldt, Perry; Clarke, Laura
Subject: Fw: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Please see the comments below from Susan.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Kramer, Susan
Sent: Wednesday, January 29, 2014 11:18 AM
To: Clarke, DougC
Cc: Clarke, Laura; St-Laurent, Andrea
Subject: RE: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

I am fine with the lines, including those around confidentiality agreements.

I would keep it at "practise" as there could be some situations where the CBSA might ask for a confidentiality agreement.

Susan Kramer
Director, Inland Enforcement Operations and Case Management
Operations Branch
Canada Border Services Agency

Directrice, Opérations de l'exécution de la loi à l'intérieur du Canada et gestion de cas
Direction générale des opérations
Agence des services frontaliers du Canada

(613) 952-2549
susan.kramer@cbsa-asfc.gc.ca

From: Clarke, DougC
Sent: January-29-14 1:56 PM
To: Kramer, Susan
Cc: Clarke, Laura
Subject: Fw: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement
Importance: High

Hi Susan, as per the request below could you please review the proposed media lines.

The more important issue is around confidentiality agreements. We are of the understanding that it is not a practice of CBSA to request confidentiality agreements. Do you concur with this statement?

Would we be able to indicate something stronger such as it is not our policy to request confidentiality agreements for CBSA processes?

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Thanks,
Doug

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Carnadin, Amitha
Sent: Wednesday, January 29, 2014 10:45 AM
To: Clarke, DougC; Morris, George; Clarke, Laura
Cc: PAC, CBSA-Communications; Dyck, John; Boldt, Perry
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Hello,

Seeking your urgent approval on the proposed media response below as discussed with Bernee. If you could also confirm with HQ Operations regarding the response, this will help us to streamline the process.

Thank you,
Amitha

Amitha Carnadin
Communications Advisor, Pacific Region
Canada Border Services Agency (CBSA)
Tel.: 604-666-3434 / Cell:

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 29, 2014 11:17 AM
To: Dyck, John
Subject: RE: Media Lines - BCIHC

Thanks! I appreciate it

From: Dyck, John
Sent: January 29, 2014 11:15 AM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

I concur – it is important to correct the falsehoods that are being reported.

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

Thanks for your support,
bb

From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

As discussed Bernee – new lines are highlighted. Waiting for HQ Program approval.

Media lines

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

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Sin, Jenny

From: Carnadin, Amitha
Sent: January 28, 2014 02:15 PM
To: CBSA-ASFC-Media Relations
Cc: Dyck, John; Boldt, Perry; PAC, CBSA-Communications
Subject: FW: Your query for the CBSA

FYI only....follow up Q's from of Global

From: @globalnews.ca]
Sent: January 28, 2014 2:02 PM
To: Carnadin, Amitha
Subject: Re: Your query for the CBSA

Hi Amitha,

Is Genesis required to follow CBSA POLICY on handling detainees?

Is the policy that they are to be checked on every 15 minutes?

Jimenez was dead for an hour, suicide, before she was found. Why didn't anyone check on her?

Reporter
Global News
C:
E: @globalnews.ca
Twitter: @ GLOBAL

On Jan 28, 2014, at 1:50 PM, "Carnadin, Amitha" <Amitha.Carnadin@cbsa-asfc.gc.ca> wrote:

> Hello
>
> Further to your request, this is what the Canada Border Services Agency (CBSA) can tell you:
>
> On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
>
> The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.
>
> The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.
>
> The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
>
> The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Regards,
Amitha

Amitha Carnadin
Pacific Region / Canada Border Services Agency (CBSA)
Tel.: 604-818-9701
Email: PAC_Communications@cbsa-asfc.gc.ca

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Sin, Jenny

From: Carnadin, Amitha
Sent: January 29, 2014 10:46 AM
To: Clarke, DougC; Morris, George; Clarke, Laura
Cc: PAC, CBSA-Communications; Dyck, John; Boldt, Perry
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Importance: High

Hello,

Seeking your urgent approval on the proposed media response below as discussed with Bernee. If you could also confirm with HQ Operations regarding the response, this will help us to streamline the process.

Thank you,
Amitha

Amitha Carnadin
Communications Advisor, Pacific Region
Canada Border Services Agency (CBSA)
Tel.: 604-666-3434 / Cell:

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 28, 2014 02:20 PM
To: PAC, CBSA-Communications; Dyck, John; Boldt, Perry
Cc: MacKillop, Ken
Subject: FW: Your query for the CBSA

FYI.

From: Carnadin, Amitha
Sent: January 28, 2014 2:11 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: FW: Your query for the CBSA

FYI below, follow up from Global News.

From: @globalnews.ca]
Sent: January 28, 2014 2:02 PM
To: Carnadin, Amitha
Subject: Re: Your query for the CBSA

Hi Amitha,

Is Genesis required to follow CBSA POLICY on handling detainees?

Is the policy that they are to be checked on every 15 minutes?

Jimenez was dead for an hour, suicide, before she was found. Why didn't anyone check on her?

Reporter
Global News
C:
E: @globalnews.ca
Twitter: @ GLOBAL

On Jan 28, 2014, at 1:50 PM, "Carnadin, Amitha" <Amitha.Carnadin@cbsa-asfc.gc.ca> wrote:

> Hello
>
> Further to your request, this is what the Canada Border Services Agency (CBSA) can tell you:
>
> On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
>
> The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

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The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Regards,
Amitha

Amitha Carnadin
Pacific Region / Canada Border Services Agency (CBSA)
Tel.: 604-818-9701
Email: PAC_Communications@cbsa-asfc.gc.ca

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Sin, Jenny

From: Bolton, Bernée
Sent: January 28, 2014 02:08 PM
To: CBSA-ASFC-Media Relations
Cc: Carnadin, Amitha; Wudel, Stefanie; Dyck, John; Boldt, Perry
Subject: FW: Your query for the CBSA

Fyi the media are continuing with their questions....We are reiterating our response. I understand no statement will be issued. We will send you an FYI on follow up qs.
bb

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From:
Sent: January-28-14 01:53:20 PM (UTC-08:00) Pacific Time (US & Canada)
To: Carnadin, Amitha
Cc: PAC, CBSA-Communications
Subject: RE: Your query for the CBSA

Hi Amitha (or whomever else may be answering this),

I can appreciate the sensitivity of this matter, particularly in light of today's report that she died from self-inflicted injuries. I do have a few more questions I am hoping you can answer, though:

1. Is it correct that her name is Lucia Vega Jimenez, she is 42, and a Mexican national? (If you cannot release her name, can you confirm the other two points?)
2. Where are her next of kin located?
3. Where/why/when was she originally arrested?
4. Is it accurate she was originally held at a provincial correctional facility, then transferred to cells at YVR? Why?
5. How long was she in the custody of the CBSA?

My deadline is 3 p.m. today.

Thank you,

From: Carnadin, Amitha [mailto:Amitha.Carnadin@cbsa-asfc.gc.ca]
Sent: January-28-14 1:44 PM
To:
Subject: Your query for the CBSA

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Hello

Further to your request, this is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Regards,
Amitha

Amitha Carnadin
Pacific Region / Canada Border Services Agency (CBSA)
Tel.: 604-818-9701
Email: PAC_Communications@cbsa-asfc.gc.ca

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Sin, Jenny

From: Carnadin, Amitha
Sent: January 28, 2014 02:02 PM
To: Graham, Maja
Cc: Dyck, John; Boldt, Perry; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia; Bolton, Bernée
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Thanks Maja. We have provided the approved response to the following outlets:

- Globe and Mail
- 24 Hours
- Vancouver Sun
- CBC
- The Province
- Global News-

Regards,
Amitha
604-666-3434

From: Graham, Maja
Sent: January 28, 2014 1:29 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM

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To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them. We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée
Sent: January 28, 2014 3:02 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha
Subject: URGENT: For Approval - Responses - BC Coroner Case
Importance: High

I understand you will have a statement soon. Here are 2 pending media calls.

REACTIVE

3 Media Queries:

24 Hours: **@gmail.com**
Questions: 1. It is initially believed that Vega Jimenez attempted suicide either in holding cell or hospital. Is this at all suspected? Why was she taken to hospital?
2. Was her family asked to sign any kind of confidentiality or non-disclosure agreement? If so, why, and under what conditions (ie. to repatriate the remains, to travel to Canada without documents, etc?)
3. Was she an undocumented worker in BC? What was the reason for her detention by CBSA? Was she facing imminent deportation?

Vancouver Sun: **@vancouversun.com**
Questions: When did CBSA arrest Ms Jimenez? -the circumstances of that arrest? -When was she transferred into the custody of Genesis Security? What is CBSA's policy regarding transfers? -What is CBSA's practices regarding checking on detainees? -Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice? -How often does CBSA do checks on inmates in cells? -What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain? -What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security? -How many other security firms does CBSA contract with and what are their names?

@cbc.ca
Questions - seeking on camera and any further case details, case history, incident details, was she previously deported?

Issue: See previous case background

Deadline: ASAP

Response:

The Richmond RCMP has concluded their investigation. I will refer you to them for related questions.

The CBSA will not comment further other than to confirm the agency continues to cooperate with the BC Coroner's Office.

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Sin, Jenny

From: Bolton, Bernée
Sent: January 28, 2014 11:26 AM
To: MacKillop, Ken; Jarrette, Amy; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Fw: Follow up Q's -

Again see detail and comments.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: PAC, CBSA-Communications
Sent: Tuesday, January 28, 2014 01:54 PM Eastern Standard Time
To: Bolton, Bernée; St John, Faith; Wudel, Stefanie; Bourque, Jennifer
Subject: FW: Follow up Q's

From: Carnadin, Amitha
Sent: January-28-14 10:54:08 AM (UTC-08:00) Pacific Time (US & Canada)
To: PAC, CBSA-Communications
Subject: Follow up Q's -

Fyi below, follow ups from

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: @gmail.com]
Sent: Tuesday, January 28, 2014 01:46 PM Eastern Standard Time
To: Carnadin, Amitha
Subject: Re: Your Query for the CBSA

Hi again Amitha,

Thanks for getting back to me yesterday so quickly.

I have several follow-up questions. I understand there is an investigation ongoing and CBSA cannot comment further, however the following allegations are spreading in the community and it would be in CBSA's interest to clear up these rumours before they are reported through other sources.

Can you please provide comment or clarification on the following:

1. It is initially believed that Vega Jimenez attempted suicide either in holding cell or hospital. Is this at all suspected? Why was she taken to hospital?

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2. Was her family asked to sign any kind of confidentiality or non-disclosure agreement? If so, why, and under what conditions (ie. to repatriate the remains, to travel to Canada without documents, etc?)

3. Was she an undocumented worker in BC? What was the reason for her detention by CBSA? Was she facing imminent deportation?

Thank you for your response,

• • • • • • • • •

multimedia journalist
mobile:

web: | twitter: @ facebook: facebook.com/

Published in the National Post, Toronto Star, VICE, 24 Hours, The Tyee, Xtra, Huffington Post, Windspeaker.

Awards: Jack Webster Foundation 2013 community news award winner. Canadian Journalism Foundation 2012 co-winner. Canadian Association of Journalists 2012 & 2011 finalist.

On 27 January 2014 18:23, Carnadin, Amitha <Amitha.Carnadin@cbsa-asfc.gc.ca> wrote:

Hello

This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an ongoing investigation.

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As a result, the CBSA is not in a position to release further information while the investigation is ongoing.

Regards,

Amitha

Amitha Carnadin

Pacific Region

Canada Border Services Agency (CBSA)

Tel :

From: @gmail.com [mailto: @gmail.com] **On Behalf Of**
Sent: January 27, 2014 8:30 PM
To: Ivancic, Maria; Bailey, Esme; CBSA-ASFC_QUESTIONS
Subject: Comment re: death in CBSA custody for 24 Hours Vancouver (deadline: immediate)

I'm a reporter with 24 Hours Vancouver.

Can you please comment on the BC Coroners confirmation that a Mexican woman, Lucia Vega Jimenez, died in hospital in CBSA custody on Dec. 28?

We are about to go to press, and I may likely have missed you today, but I would appreciate a comment regardless.

Thank you , sorry for the last -minute.

David

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Sin, Jenny

From: Bolton, Bernée
Sent: January 28, 2014 11:24 AM
To: MacKillop, Ken; MacVicar, Roslyn; Scoville, Kim; Jarrette, Amy; Boldt, Perry; Dyck, John
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Fw: Vancouver Sun request

See the level of detail here.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: Tuesday, January 28, 2014 02:23 PM Eastern Standard Time
To: bernee.bolton@cbsa.gc.ca <bernee.bolton@cbsa.gc.ca>
Subject: Vancouver Sun request

Hi Ms. Bolton,

Further to our telephone conversation the Vancouver Sun is seeking comment from a CBSA spokesperson regarding the death of Lucia Vega Jimenez on Dec.20

-When did CBSA arrest Ms Jimenez
-the circumstances of that arrest
-When was she transferred into the custody of Genesis Security?
-What is CBSA's policy regarding transfers?
-What is CBSA's practices regarding checking on detainees?
-Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice?
-How often does CBSA do checks on inmates in cells?
-What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?
-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain
-What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security?
-How many other security firms does CBSA contract with and what are their names?

I look forward to your answers and as I mentioned it would be helpful to obtain the information by 2 p.m.
Thank you.

Sincerely,

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Sin, Jenny

From: MacVicar, Roslyn
Sent: January 28, 2014 11:07 AM
To: Dyck, John; Bolton, Bernée
Subject: FW: QP Requests - January 28, 2014
Attachments: QPN - VEGA JIMENEZ (FINAL).doc

Expires: January 27, 2015 09:00 PM

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Blanchard, NathalieX
Sent: January 28, 2014 11:04 AM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014

Ros

Further to your conversation with Martin – I will send you the chrono -

Subject: QP Requests - January 28, 2014
Importance: High

Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

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Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

RELEASED UNDER THE ACCESS TO INFORMATION ACT
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Sin, Jenny

From: Jarrette, Amy
Sent: January 27, 2014 02:24 PM
To: Bolton, Bernée; Giolti, Patrizia; Stokes, Mark; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Dyck, John
Subject: RE: HEADS UP Media Inquiry to BC Coroner's

Bernee, you may share our lines. Thanks.

From: Bolton, Bernée
Sent: January 27, 2014 5:15 PM
To: Giolti, Patrizia; Jarrette, Amy; Stokes, Mark; MacKillop, Ken
Cc: Wudel, Stefanie; St John, Faith; Carnadin, Amitha; Dyck, John
Subject: HEADS UP Media Inquiry to BC Coroner's
Importance: High

Hello,
BC Coroner will be responding to News1130 and to a freelance reporter with high level lines. They will share their lines, may I share ours or can you?

@gov.bc.ca

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly the individual passed away on December 28, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an going investigation.

As such, the CBSA is not releasing further information at this time.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Sin, Jenny

From: Bolton, Bernée
Sent: January 28, 2014 11:12 AM
To: Dyck, John; MacVicar, Roslyn
Subject: Re: QP Requests - January 28, 2014

Yes on call. With media who have lots of detailed info.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Dyck, John
Sent: Tuesday, January 28, 2014 02:08 PM Eastern Standard Time
To: MacVicar, Roslyn; Bolton, Bernée
Subject: RE: QP Requests - January 28, 2014

Thanks Roz. Bernee please give me a call – some developments we need to discuss ASAP

From: MacVicar, Roslyn
Sent: January 28, 2014 11:07 AM
To: Dyck, John; Bolton, Bernée
Subject: FW: QP Requests - January 28, 2014

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Blanchard, NathalieX
Sent: January 28, 2014 11:04 AM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014

Ros

Further to your conversation with Martin – I will send you the chrono -

Subject: QP Requests - January 28, 2014
Importance: High

Good morning

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** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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Sin, Jenny

From: Anaka, Jennifer
Sent: January 27, 2014 03:10 PM
To: Dyck, John
Subject: ROC emails for the Coroners Seizure Order

Hello John,

Last week Yvette sent a request relating to the Coroner's Seizure Orders for the emails that were received by the ROC relating to the BCIHC incident. I have yet to receive any emails relating to the request and am wondering if you can advise when I can get them. I'm compiling the third phase of information to release to the Coroner.

I hope to have the package completed by Feb. 1.

Regards,

Jennifer Anaka
Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

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Sin, Jenny

From: Bolton, Bernée
Sent: January 27, 2014 02:11 PM
To: Anaka, Jennifer
Cc: Clarke, DougC; Clarke, Laura; Li, Yvonne; Gray, Yvette-Monique; Dyck, John; Boldt, Perry
Subject: RE: BCIHC incident media inquiries

Thank you, I spoke to Yvette and the Comms folks at the coroner's office. They have high level lines that compliment ours. One is News1130, same outlet that we responded to. And a freelance re porter

We will monitor this carfully

From: Anaka, Jennifer
Sent: January 27, 2014 1:42 PM
To: Bolton, Bernée
Cc: Clarke, DougC; Clarke, Laura; Li, Yvonne; Gray, Yvette-Monique
Subject: BCIHC incident media inquiries

Hi Bernée,

The Coroner, John Knox, called Yvette today (the call was answered by reception) to advise that his office had been contacted by the media regarding the BCIHC incident. Below are the details from that call.

. Laura Clarke is acting and will take her place as the EID contact regarding this case.

Please let us know if you need anything.

Regards,
Jennifer Anaka
Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

From: Chan, Brandi
Sent: January 27, 2014 1:16 PM
To: Li, Yvonne
Cc: PAC-Vancouver-Prec, Reception
Subject:

Hi Yvonne,

While you were on break, BC Coroners, John Knox, called regarding a/m.

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Media has been contacting their agency regarding the death of the individual and would like to inform you that CBC may also be contacting our agency as well.

BC Coroners has only provided a confirmation of death but has not and will not release any further information. The only comments provided to media was that the case is pending investigation.

BC Coroners, John Knox, can be reached at: 604-812-1262. However, he can only be contacted after 5pm this week as he will be in court.

BC Coroners' Media person, Barb McLintock, has also called to provide the same information listed above. She can be reached at 250-356-9253 or (cell)

Thanks,

Brandi Chan
Administrative Assistant | Adjointe administrative
Inland Enforcement Section | Section de l'exécution de la loi dans les bureaux intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 W Georgia St, Vancouver, BC, V6B 6C8 | 700 - 300 Rue Georgia Ouest, Vancouver, CB, V6B 6C8
Brandi.Chan@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-1733
Facsimile | Télécopieur 604-666-3102
Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Sin, Jenny

From: Black, Catherine
Sent: January 22, 2014 09:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version
Attachments: Issue Fact Sheet - Vega Jimenez Jan 13.doc

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Sin, Jenny

From: Gray, Yvette-Monique
Sent: January 23, 2014 08:23 AM
To: Black, Catherine; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: RE: Latest and Final IFS version

Hi Catherine,
Thank you for passing this on and for the work of CPSD to complete.

I do note that the information on the arrival of VIA Traffic Ops Supts is not listed in the chronology. This is important as they were the first CBSA staff on scene,

I still don't have that detail

and will require it for our briefings with the coroner. Technically what we have at the moment is an incomplete record.

I would appreciate it if you could get someone to follow up so that the IFS can be complete.

Thanks,
Yvette

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Sin, Jenny

From: Black, Catherine
Sent: January 17, 2014 04:23 PM
To: Dyck, John; Linde, John
Subject: RE: IFS updated
Attachments: Issue Fact Sheet Jan 13.doc

Follow Up Flag: Follow up
Flag Status: Flagged

done

Catherine Black
Manager, Program Services

From: Dyck, John
Sent: January 16, 2014 2:54 PM
To: Black, Catherine; Linde, John
Subject: RE: IFS updated

Keep it in the current status but add it to the chronology as well. Then we're good

From: Black, Catherine
Sent: January 14, 2014 4:39 PM
To: Dyck, John; Linde, John
Subject: RE: IFS updated

Sorry I had put that in current status – do you want it in the chronology instead?

Catherine Black
Manager, Program Services

From: Dyck, John
Sent: January 14, 2014 3:50 PM
To: Black, Catherine; Linde, John
Subject: RE: IFS updated

I think we need to extnd the timeline somewhat to the point where

From: Black, Catherine
Sent: January 14, 2014 2:46 PM
To: Dyck, John; Linde, John
Subject: IFS updated

Last piece of clarification received. The IFS for Ms. Vega Jimenez is now complete.

Thanks, Catherine

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 08:02 AM
To: Anaka, Jennifer
Subject: FW:

-----Original Message-----
From: Gray, Yvette-Monique
Sent: January 29, 2014 6:19 AM
To: Clarke, DougC; Clarke, Laura
Subject: Fw:

FYI.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Gray, Yvette-Monique
Sent: Wednesday, January 29, 2014 09:18 AM
To: 'Graham.Stark@justice.gc.ca' <Graham.Stark@justice.gc.ca>
Subject: Re:

Oops, Doug is Assistant Director. Laura is acting for me.
Y.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Gray, Yvette-Monique
Sent: Wednesday, January 29, 2014 09:10 AM
To: 'Graham.Stark@justice.gc.ca' <Graham.Stark@justice.gc.ca>
Subject: Re:

Hi Graham,

Regards,

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Yvette

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Stark, Graham [mailto:Graham.Stark@justice.gc.ca]
Sent: Wednesday, January 29, 2014 01:51 AM
To: Gray, Yvette-Monique
Subject:

SOLICITOR-CLIENT PRIVILEGE

Hi Yvette:

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 10:54 AM
To: Carnadin, Amitha
Cc: Clarke, DougC
Subject: Re: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Doug is sending it to Susan Kramer for comment.

No issues for us other than what we have already commented on as it relates to RCMP investigation being concluded rather than not criminal in nature.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Carnadin, Amitha
Sent: Wednesday, January 29, 2014 01:45 PM Eastern Standard Time
To: Clarke, DougC; Morris, George; Clarke, Laura
Cc: PAC, CBSA-Communications; Dyck, John; Boldt, Perry
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Hello,

Seeking your urgent approval on the proposed media response below as discussed with Bernee. If you could also confirm with HQ Operations regarding the response, this will help us to streamline the process.

Thank you,
Amitha

Amitha Carnadin
Communications Advisor, Pacific Region
Canada Border Services Agency (CBSA)
Tel.: 604-666-3434 / Cell:

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?
2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

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Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 11:27 AM
To: Scoville, Kim
Subject: Re: Media Lines - BCIHC

No.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:23 PM Eastern Standard Time
To: Clarke, Laura; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

This isn't an issue for Susan. Roz and I need to know....did we ask anyone to sign a confidentiality agreement and if so who....and why??

From: Clarke, Laura
Sent: January 29, 2014 11:22 AM
To: Scoville, Kim; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: Re: Media Lines - BCIHC

Doug is responding on this right now as we were waiting for input from Susan Kramer it should be good to go with what we've already fed in.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:19 PM Eastern Standard Time
To: Bolton, Bernée; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura....can you look into this ASAP for Roz and myself. Did we ask anyone to sign "confidentiality agreements"??????

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

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Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

Thanks for your support,
bb

From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

As discussed Bernee – new lines are highlighted. Waiting for HQ Program approval.

Media lines

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 11:28 AM
To: Scoville, Kim
Subject: Re: Media Lines - BCIHC

Only went to Susan for confirmation that this is not a practise. No confidentiality agreement was requested by EID.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:23 PM Eastern Standard Time
To: Clarke, Laura; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

This isn't an issue for Susan. Roz and I need to know....did we ask anyone to sign a confidentiality agreement and if so who....and why??

From: Clarke, Laura
Sent: January 29, 2014 11:22 AM
To: Scoville, Kim; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: Re: Media Lines - BCIHC

Doug is responding on this right now as we were waiting for input from Susan Kramer it should be good to go with what we've already fed in.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:19 PM Eastern Standard Time
To: Bolton, Bernée; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura....can you look into this ASAP for Roz and myself. Did we ask anyone to sign "confidentiality agreements"??????

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 11:31 AM
To: Scoville, Kim
Subject: Re: Media Lines - BCIHC

Correction not/not requested.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Clarke, Laura
Sent: Wednesday, January 29, 2014 02:28 PM Eastern Standard Time
To: Scoville, Kim
Subject: Re: Media Lines - BCIHC

Only went to Susan for confirmation that this is not a practise. No confidentiality agreement was requested by EID.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:23 PM Eastern Standard Time
To: Clarke, Laura; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

This isn't an issue for Susan. Roz and I need to know....did we ask anyone to sign a confidentiality agreement and if so who....and why??

From: Clarke, Laura
Sent: January 29, 2014 11:22 AM
To: Scoville, Kim; Bolton, Bernée; MacVicar, Roslyn; Dyck, John
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: Re: Media Lines - BCIHC

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Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 02:19 PM Eastern Standard Time
To: Bolton, Bernée; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 03:26 PM
To: Wetherall, Colleen
Subject: BCHC Picture

Importance: High

Is there any way you can task this out to an analyst to see if the can find this photo on some public site?

http://www.vancouversun.com/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 04:35 PM
To: Lane, Christian
Cc: Clarke, DougC
Subject: FW: Vancouver Sun leaked photos of the holding center

Was this done with the consent of Genesis and if not, how are they so certain that this is the same photo as that in the media and that it was taken by the individuals listed at the precise times provided?

Thanks.

Laura

From: Clarke, DougC
Sent: January 29, 2014 3:38 PM
To: Clarke, Laura
Subject: Fw: Vancouver Sun leaked photos of the holding center

Hi Laura, please see the email below.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Lane, Christian
Sent: Wednesday, January 29, 2014 03:16 PM
To: Clarke, DougC
Subject: FW: Vancouver Sun leaked photos of the holding center

FYI

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Hanke, Michael
Sent: January 29, 2014 3:04 PM
To: Lane, Christian
Subject: Vancouver Sun leaked photos of the holding center

Christian

The photos were taken by assistant on her cell phone while they were dealing with the release of detainee OSS . After the officers left the room photos of the bathroom were taken @ 2024 and the common area @ 2026 on January 17th 2014

Thank you
Michael Hanke

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Account Manager,
Genesis Security Group
IEC,IHC
IHC *(604).666.1783*
IHC FAX *(604).666.3574*
IEC *(604).666.4776*

Email: michael.hanke@cbsa-asfc.gc.ca

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Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 04:42 PM
To: MacVicar, Roslyn; Scoville, Kim; Boldt, Perry
Subject: FW: Vancouver Sun Newspaper Article Containing Photos of the BC Immigration Holding Center

FYI.

From: Clarke, DougC
Sent: January 29, 2014 4:30 PM
To: Clarke, Laura
Cc: Bolton, Bernée
Subject: Vancouver Sun Newspaper Article Containing Photos of the BC Immigration Holding Center

Hi Laura, we believe were are able to determine how the pictures of the BCIHC found their way into the Vancouver Sun news article as per the following:

On January 17, 2014 the IES Detentions Manager authorized Genesis Security to admit l and his assistant :o the BCIHC for the purposes of representing his detained client during an MD proceeding which took place at the holding centre that evening. The MD proceeding took place in the family room and once concluded the Inland Enforcement Officers left l and his assistant in the family room to further confer with their client who was subsequently released from custody.

Today the Genesis Security Services Account Manager recognized)ag in one of the photos posted on the Vancouver Sun website. A review of the January 17th CCTV footage was undertaken and l ssistant can been seen entering the shower room adjacent to the family room. A double flash is observed coming from the shower room and the assistant then exits and takes another photo from outside the shower room. It should be noted the assistant holds the camera against her chest to conceal her actions while taking the final photograph and ıppears to attempt to conceal her from view of the officers outside the family room by adjusting his bag.

If you require any additional information please advise.

Thanks,

Doug Clarke
A/Assistant Director | I/Directeur adjoint
Hearings and Detentions | Audiences et détentions
Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 – 300 West Georgia Street | 300, rue Georgia ouest, bureau 700
Vancouver, B.C. V6B 6C8 | Vancouver, C.-B. V6B 6C8
Doug.Clarke@cbsa.gc.ca
Telephone | Téléphone 604-666-6860 Cellular | Cellulaire
Facsimile | Télécopieur 604-666-9560
Government of Canada | Gouvernement

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Assalone, Melissa

From: Clarke, Laura
Sent: January 29, 2014 09:14 PM
To: Lothian, David
Subject: Fw: Vigill and petition

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 07:19 PM Eastern Standard Time
To: Dyck, John; Boldt, Perry; Clarke, Laura; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Vigill and petition

140 people have indicated they are attending the event via Facebook; 774 folks have signed the petition.

Bernée

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 08:23 AM
To: Anaka, Jennifer
Cc: Linde, John; Li, Yvonne
Subject: Fw:
Attachments:

Thanks.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Boldt, Perry
Sent: Thursday, January 30, 2014 11:11 AM Eastern Standard Time
To: Linde, John; Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: Fw:

Thanks

P.

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Blanchard, NathalieX
Sent: Thursday, January 30, 2014 05:26 AM
To: Boldt, Perry
Cc: Rice, Kimberly; Sidhu, Sonia; Cabana, Philippe; Rancourt, Heather; Najm-Abboud, Nadia; Proulx, Annick
Subject: FW:

Perry

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BF in VPO Monday 3:00 out time

From: Scoville, Kim
Sent: January 24, 2014 5:39 PM
To: Xavier, Caroline; Bolduc, Martin
Cc: MacVicar, Roslyn; Séguin, Marie-France; Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca); Blanchard, NathalieX
Subject: (

Enjoy your weekend.

Kim.

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 08:36 AM
To: Clarke, DougC; Anaka, Jennifer
Subject: Fw: Coroner

Can either of you shed any light on this.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Linde, John
Sent: Thursday, January 30, 2014 11:30 AM Eastern Standard Time
To: Boldt, Perry
Cc: Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: RE: Coroner

Hi Perry, Laura

Do you know who developed the approach as represented in the attachment?

Thanks

John

From: Boldt, Perry
Sent: January 30, 2014 8:12 AM
To: Linde, John; Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: Fw: Coroner

VPO requires a BN to the president outlining our info release approach and our rationale. BF Monday at 9am.

Thanks

P.

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 01:06 PM
To: Lane, Christian; Bolton, Bernée; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For urgent approval: YVR Case - Vancouver Sun follow up Q's

Good with release in consideration of Christian's comments.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Lane, Christian
Sent: Thursday, January 30, 2014 03:30 PM Eastern Standard Time
To: Bolton, Bernée; Clarke, DougC
Cc: Clarke, Laura; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: For urgent approval: YVR Case - Vancouver Sun follow up Q's

Hi Bernee,

I'm not sure what we're referring to when we say "...one of three locations...". Counsel can and does meet with clients at the BCIHC and our day cells at Library Square. Additionally they are at liberty to make arrangements with BC Corrections to meet with detainees housed in provincial facilities.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 30, 2014 12:24 PM
To: Clarke, DougC; Lane, Christian
Cc: Clarke, Laura; Carnadin, Amitha; Wudel, Stefanie
Subject: For urgent approval: YVR Case - Vancouver Sun follow up Q's
Importance: High

Thanks for reviewing this.

REACTIVE

Media: Vancouver Sun,
Contact: @vancouversun.com,
Deadline: asap
From reporter: Following up today again with a Vancouver Sun request for an interview with a CBSA spokesperson. There are still general questions that I submitted in writing on Tuesday and Wednesday that have still not been answered. The Sun is planning to write an article for overnight specifically on the lack of transparency by CBSA, especially around the training of private security guards used at the YVR immigration holding centre.

Questions

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Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. In general , the CBSA does not disclosed information about arrangements with contractors for safety and security reasons. What I can tell you is that the CBSA retains responsibility for all CBSA operations.

As stated, the CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person at one of three locations, the Immigration Holding Centre at VIA being one of those locations. This is at the discretion of the Manager of Detention Operations.

If pressed:
Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: January 30, 2014 10:04 AM
To: Bolton, Bernée; Carnadin, Amitha
Cc: (Vancouver Sun)
Subject: Vancouver Sun request

Hi Ms. Bolton,

Following up today again with a Vancouver Sun request for an interview with a CBSA spokesperson. There are still general questions that I submitted in writing on Tuesday and Wednesday that have still not been answered.

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The Sun is planning to write an article for overnight specifically on the lack of transparency by CBSA, especially around the training of private security guards used at the YVR immigration holding centre.

Could you please answer the follow:

1. What role does Genesis play at the YVR border services holding cells?
2. Is there someone from CBSA on site at all times overseeing the Genesis people.
3. What training do Genesis employees working at YVR have
4. How often are the guards at YVR required to check on detainees.
5. You e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client.
6. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?
7. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

I would appreciate it if I could get a response back as soon as possible because of the Sun's deadlines. I can be reached on my cell at
Thank you.

Sincerely,

From: Bolton, Bernée [mailto:Bernee.Bolton@cbsa-asfc.gc.ca]
Sent: Wednesday, January 29, 2014 12:44 PM
To: (Vancouver Sun)
Cc: PAC, CBSA-Communications
Subject: Your inquiry

Please email any follow-up questions you have and I shall review. Please keep in mind, as the matter is under investigation by the BC Coroners Service, the CBSA is not in a position to release further information.

Here is a link to information on our website regarding arrests and detentions.

http://www.cbsa-asfc.gc.ca/media/facts-faits/007-eng.html

Regards,

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 01:07 PM
To: Bolton, Bernée; Lane, Christian; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For urgent approval: YVR Case - Vancouver Sun follow up Q's

That sound better.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Thursday, January 30, 2014 03:33 PM Eastern Standard Time
To: Lane, Christian; Clarke, DougC
Cc: Clarke, Laura; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: For urgent approval: YVR Case - Vancouver Sun follow up Q's

I was reading into earlier responses. Can we say one of two locations then? BCIHC and Day cells at LIB Sq.

From: Lane, Christian
Sent: January 30, 2014 12:30 PM
To: Bolton, Bernée; Clarke, DougC
Cc: Clarke, Laura; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: For urgent approval: YVR Case - Vancouver Sun follow up Q's

Hi Bernee,

I'm not sure what we're referring to when we say "...one of three locations...". Counsel can and does meet with clients at the BCIHC and our day cells at Library Square. Additionally they are at liberty to make arrangements with BC Corrections to meet with detainees housed in provincial facilities.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 30, 2014 12:24 PM
To: Clarke, DougC; Lane, Christian
Cc: Clarke, Laura; Carnadin, Amitha; Wudel, Stefanie
Subject: For urgent approval: YVR Case - Vancouver Sun follow up Q's
Importance: High

Thanks for reviewing this.

REACTIVE

Media: Vancouver Sun,
Contact: @vancouversun.com,

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Deadline: asap
From reporter: Following up today again with a Vancouver Sun request for an interview with a CBSA spokesperson. There are still general questions that I submitted in writing on Tuesday and Wednesday that have still not been answered. The Sun is planning to write an article for overnight specifically on the lack of transparency by CBSA, especially around the training of private security guards used at the YVR immigration holding centre.

Questions

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. In general , the CBSA does not disclosed information about arrangements with contractors for safety and security reasons. What I can tell you is that the CBSA retains responsibility for all CBSA operations.

As stated, the CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person at one of three locations, the Immigration Holding Centre at VIA being one of those locations. This is at the discretion of the Manager of Detention Operations.

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At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: January 30, 2014 10:04 AM
To: Bolton, Bernée; Carnadin, Amitha
Cc: (Vancouver Sun)
Subject: Vancouver Sun request

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Hi Ms. Bolton,

Following up today again with a Vancouver Sun request for an interview with a CBSA spokesperson. There are still general questions that I submitted in writing on Tuesday and Wednesday that have still not been answered.

The Sun is planning to write an article for overnight specifically on the lack of transparency by CBSA, especially around the training of private security guards used at the YVR immigration holding centre.

Could you please answer the follow:

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I would appreciate it if I could get a response back as soon as possible because of the Sun's deadlines. I can be reached on my cell at
Thank you.

Sincerely,

From: Bolton, Bernée [mailto:Bernee.Bolton@cbsa-asfc.gc.ca]
Sent: Wednesday, January 29, 2014 12:44 PM
To: (Vancouver Sun)
Cc: PAC, CBSA-Communications
Subject: Your inquiry

Please email any follow-up questions you have and I shall review. Please keep in mind, as the matter is under investigation by the BC Coroners Service, the CBSA is not in a position to release further information.

Here is a link to information on our website regarding arrests and detentions.

http://www.cbsa-asfc.gc.ca/media/facts-faits/007-eng.html

Regards,

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 01:11 PM
To: Dyck, John; Bolton, Bernée; Clarke, DougC; Lane, Christian
Subject: Re: urgent approval: YVR Case - Vancouver Sun follow up Q's

I'm good s well.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Dyck, John
Sent: Thursday, January 30, 2014 04:07 PM Eastern Standard Time
To: Bolton, Bernée; Clarke, DougC; Lane, Christian; Clarke, Laura
Subject: RE: urgent approval: YVR Case - Vancouver Sun follow up Q's

I'm ok subject to approval from the SME's at EID

From: Bolton, Bernée
Sent: January 30, 2014 1:04 PM
To: Clarke, DougC; Lane, Christian; Clarke, Laura; Dyck, John
Subject: urgent approval: YVR Case - Vancouver Sun follow up Q's
Importance: High

For your approval pls then on to RDGO.

As discussed, the Public Works was also contacted by another Vancouver Sun Reporter which contained detailed information about the Genesis contract so we are using same language in our response below.

My thanks
Bb

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. In person access is permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision. Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 02:11 PM
To: Deans, James
Subject: Re: Vigil and petition

Yes.

Thank you.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Thursday, January 30, 2014 03:39 PM Eastern Standard Time
To: Clarke, DougC; Clarke, Laura; Morris, George
Cc: Lane, Christian; Anaka, Jennifer
Subject: RE: Vigil and petition

I updated the contingency plan from the previous protest a LISQ in June. I have contacted facilities management (HRSDC) and they will be making arrangements with SNC Lavalin and LISQ security. Arrangements have been made for Christian and I to access meeting room 212 after hours to observe protest.

Doug, do you wish to contact Communications or do you want me to do so? Last time media lines were included but they are probably not required this time. I see below you have contacted CBSA security.

Laura, I assume you will update RDGO if any of this information is pertinent?

James

From: Clarke, DougC
Sent: January 30, 2014 9:51 AM
To: Deans, James; Lane, Christian
Subject: FW: Vigill and petition

James/Christian: are you available to meet and discuss this afternoon?

How does 1430hrs work?

In the meantime:

James: could you please contact building security to advise them.

Christian: could you please draft up a BOC to send out

Any questions or concerns please let me know.

Thanks,

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Doug

From: Clarke, DougC
Sent: January 30, 2014 9:38 AM
To: Morris, George
Cc: Clarke, Laura
Subject: FW: Vigill and petition

Hi George, this vigil is expected to occur at 5:30pm after the office is closed and access to the building is restricted.

I have advised Security Services and we are in the process of advising building security.

Christian will be on site afterhours to monitor.

Do you have some time this afternoon to meet and discuss?

Thanks,
Doug

From: Bolton, Bernée
Sent: January 30, 2014 9:19 AM
To: Clarke, DougC
Cc: Lane, Christian
Subject: RE: Vigill and petition

200 have stated they will be attending tomorrow's vigil. Over 1000 have signed the petition.

From: Clarke, DougC
Sent: January 29, 2014 4:57 PM
To: Bolton, Bernée
Cc: Lane, Christian
Subject: RE: Vigill and petition

Thanks Bernee, we will also be engaging Security and developing an operational plan.

From: Bolton, Bernée
Sent: January 29, 2014 4:19 PM
To: Dyck, John; Boldt, Perry; Clarke, Laura; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Vigill and petition

140 people have indicated they are attending the event via Facebook; 774 folks have signed the petition.

Bernée

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 02:24 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John
Subject: Fw: As discussed

Importance: High

Fyi, we will have James and Christian on site to monitor any protest activities and have also contacted VPD to ensure they are aware of the planned protest. We are continuing with monitoring of social media with regular reporting updates through the ISU to EID management as well as Burnee to keep her in the loop.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Thursday, January 30, 2014 01:49 PM Eastern Standard Time
To: Stutt, Shelley: SERVCAN / SERVCAN
Cc: Lane, Christian; Clarke, DougC; Clarke, Laura; Morris, George; Anaka, Jennifer; Li, Yvonne
Subject: As discussed

Hi Shelly,

As discussed on the phone here is the open source (Facebook) information regarding a planned Protest in front of LISQ on Friday January 31, 2014 at 5:30 pm.

> 3) If you have a few hours to come honour the life of Lucia Vega Jimenez and to demand justice, come out on **Friday January 31, 2014 at 5:30 pm in front of CBSA offices at 300 West Georgia** for a vigil and community gathering by community members, No One Is Illegal, and Latin American Committee for Refugees and Migrant Justice.
>
> RSVP: **https://www.facebook.com/events/1415165535395741/**
>
> Detention/Deportation
> Historical Issues
> International
> Migrant workers
> Non status

Manager Christian Lane and myself will be on-site at LISQ during the protest to monitor the situation. Our mobile contact numbers are as follows:

James Deans

Christian Lane

Please feel free to contact Christian or myself should you require any further information. Should any pertinent updates be received I will share them with you to pass along to building management and building security.

Regards,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 02:33 PM
To: Clarke, DougC
Subject: Re: Contact VPD

I think you have already taken care of this.

Thanks as I had not.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Clarke, DougC
Sent: Thursday, January 30, 2014 12:58 PM Eastern Standard Time
To: Clarke, Laura
Subject: Contact VPD

Hi Laura, we will be contacting VPD re: vigil unless your area has already done so. Please confirm when you get a moment.

Thanks,

Doug Clarke
A/Assistant Director | I/Directeur adjoint
Hearings and Detentions | Audiences et détentions
Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 – 300 West Georgia Street | 300, rue Georgia ouest, bureau 700
Vancouver, B.C. V6B 6C8 | Vancouver, C.-B. V6B 6C8
Doug.Clarke@cbsa.gc.ca
Telephone | Téléphone 604-666-6860 Cellular | Cellulaire
Facsimile | Télécopieur 604-666-9560
Government of Canada | Gouvernement

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Assalone, Melissa

From: Clarke, Laura
Sent: January 30, 2014 02:51 PM
To: Lane, Christian
Subject: Re: Questions re: VanSun article

Thank you!

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Lane, Christian
Sent: Thursday, January 30, 2014 05:41 PM Eastern Standard Time
To: Clarke, Laura
Subject: RE: Questions re: VanSun article

No worries. Doug gave me the go ahead to call Kim. Done and done.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Clarke, Laura
Sent: January 30, 2014 2:39 PM
To: Lane, Christian
Subject: Re: Questions re: VanSun article

Sorry Christian. I've been tied up all day. Left you a message as I think you're on your phone.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Lane, Christian
Sent: Thursday, January 30, 2014 02:14 PM Eastern Standard Time
To: Clarke, Laura
Cc: Clarke, DougC
Subject: Questions re: VanSun article

Hi Laura,

Doug asked me to phone you re: some questions the RDGO had about the today's VanSun article. I understand you're at Green Timbers and I just tried your cell. Please advise whether you would like me to go direct to the RDGO with my response.

Christian Lane
Manager, Regional Programs | Gérant des programmes régionaux
Detention Operations | Operations Détention
Inland Enforcement Section | Section de l'exécution de la loi pour les services inférieurs

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Enforcement & Intelligence Division | Direction de l'exécution de la loi et du renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
700 – 300 West Georgia Street | 700 – 300 rue Georgia ouest, bureau 700
Vancouver, BC V6B 6C8
Email | Courriel: Christian.Lane@cbsa-asfc.gc.ca
Telephone | Téléphone : 604.666.9016
Cellular | Cellulaire
Facsimile | Télécopieur : 604.666.4980
Teletypewriter | Téléimprimeur 1.866.335.3237
Government of Canada | Gouvernement du Canada

Border Services | Services frontaliers

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Assalone, Melissa

From: Clarke, Laura
Sent: January 31, 2014 08:07 AM
To: Boldt, Perry
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez
Attachments: Scanned from a Xerox multifunction device.pdf

I'm not entirely sure where this should go. I would have thought that this type of communication should have gone through Foreign Affairs. Any suggestions?

From: Consulmex Vancouver [mailto:convancouver@sre.gob.mx]
Sent: January 30, 2014 6:42 PM
To: Clarke, Laura
Cc: Paul, Lucky; Franco Hijuelos, Claudia; Torres Córdova, Mauricio; Arroyo Rincon, Monica Isela
Subject: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

Yvette-Monique GRAY
Director
Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency

Dear Ms. Gray,

Enclosed please find a note from the Consulate General of Mexico, concerning the Mexican national Lucia Vega Jimenez.

I would appreciate it very much if you could provide the information requested at your earliest convenience.

Best regards,

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

CLAUDIA FRANCO HIJUELOS
CÓNSUL GENERAL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
604 684 1859 Ext. 3000
cfranco@sre.gob.mx

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CONSULADO GENERAL DE MÉXICO

VAN-0167/2014

The Consulate General of Mexico in Vancouver presents its compliments to the Canada Border Services Agency (CBSA), Pacific Region Enforcement and Intelligence Division, and would like to refer to the unfortunate death of a Mexican national, **Lucía Vega Jiménez**, who attempted to commit suicide while in custody of the CBSA, pending deportation.

In this respect, the Consulate General of Mexico acknowledges the information provided verbally to this Consulate through its Protection Division, and hereby requests the Canada Border Services Agency to make available all the official information to date, including the results of the RCMP investigation, and the status of the BC Coroner's ongoing examination of her death.

The Consulate General of Mexico remains attentive to the timely and comprehensive response to this request by the CBSA, Pacific Region Enforcement and Intelligence Division.

The Consulate General of Mexico in Vancouver avails itself of this opportunity to renew to the Canada Border Services Agency, Pacific Region Enforcement and Intelligence Division the assurances of its highest consideration.

Vancouver, January 30th, 2014.

Consulado General de México
Vancouver, B.C. Canadá

Mrs. Yvette-Monique Gray
Director Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency (CBSA)
Vancouver, British Columbia

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Assalone, Melissa

From: Clarke, Laura
Sent: January 31, 2014 10:20 AM
To: Li, Yvonne
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

FYI and f/u if with Perry if I forget.

From: Boldt, Perry
Sent: January 31, 2014 9:29 AM
To: Clarke, Laura
Subject: RE: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

Thanks Laura. I will discuss with Roz and Kim and get back to you asap.

From: Clarke, Laura
Sent: January 31, 2014 8:07 AM
To: Boldt, Perry
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

I'm not entirely sure where this should go. I would have thought that this type of communication should have gone through Foreign Affairs. Any suggestions?

From: Consulmex Vancouver [mailto:convancouver@sre.gob.mx]
Sent: January 30, 2014 6:42 PM
To: Clarke, Laura
Cc: Paul, Lucky; Franco Hijuelos, Claudia; Torres Córdova, Mauricio; Arroyo Rincon, Monica Isela
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Yvette-Monique GRAY
Director
Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency

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Best regards,

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SRE

CONSULADO GENERAL DE
MÉXICO EN VANCOUVER

CLAUDIA FRANCO HIJUELOS
CONSUL GENERAL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
604 684 1859 Ext: 3000
cfranco@sre.gob.mx

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Assalone, Melissa

From: Clarke, Laura
Sent: January 31, 2014 11:25 AM
To: Anaka, Jennifer
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez
Attachments: Scanned from a Xerox multifunction device.pdf

FYI

From: Consulmex Vancouver [mailto:convancouver@sre.gob.mx]
Sent: January 30, 2014 6:42 PM
To: Clarke, Laura
Cc: Paul, Lucky; Franco Hijuelos, Claudia; Torres Córdova, Mauricio; Arroyo Rincon, Monica Isela
Subject: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

Yvette-Monique GRAY
Director
Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency

Dear Ms. Gray,

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I would appreciate it very much if you could provide the information requested at your earliest convenience.

Best regards,

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

CLAUDIA FRANCO HIJUELOS
CÓNSUL GENERAL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
604 684 1859 Ext: 3000
cfranco@sre.gob.mx

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CONSULADO GENERAL DE MÉXICO

VAN-0167/2014

The Consulate General of Mexico in Vancouver presents its compliments to the Canada Border Services Agency (CBSA), Pacific Region Enforcement and Intelligence Division, and would like to refer to the unfortunate death of a Mexican national, **Lucía Vega Jiménez**, who attempted to commit suicide while in custody of the CBSA, pending deportation.

In this respect, the Consulate General of Mexico acknowledges the information provided verbally to this Consulate through its Protection Division, and hereby requests the Canada Border Services Agency to make available all the official information to date, including the results of the RCMP investigation, and the status of the BC Coroner's ongoing examination of her death.

The Consulate General of Mexico remains attentive to the timely and comprehensive response to this request by the CBSA, Pacific Region Enforcement and Intelligence Division.

The Consulate General of Mexico in Vancouver avails itself of this opportunity to renew to the Canada Border Services Agency, Pacific Region Enforcement and Intelligence Division the assurances of its highest consideration.

Vancouver, January 30th, 2014.

Mrs. Yvette-Monique Gray
Director Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency (CBSA)
Vancouver, British Columbia

Consulado General de México
Vancouver, B.C. Canadá

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Li, Yvonne

From: Gray, Yvette-Monique
Sent: January 23, 2014 06:05 PM
To: 'Knox, John JAG:EX'
Cc: Li, Yvonne; Anaka, Jennifer
Subject: RE: Coroner seizure orders

Hello John,
Further to the email below, we are just about ready to go with the second set of material for the Coroner's investigation (the first set being the two mobile devices you retrieved on January 10, 2014). As you would imagine in any large organisation, there is a substantial amount of information to collect from different sources so the collection and organisation process is taking a bit of time. My plan is to send you the material in a couple of different packages as we collect it.

If you are in the office, perhaps we can have a quick call to discuss how the transfer of the second set of material should take place.

Regards,

Yvette-Monique Gray
Director
Enforcement and Intelligence Division
CBSA Pacific
(604) 666-2308

From: Knox, John JAG:EX [mailto:John.Knox@gov.bc.ca]
Sent: January 3, 2014 3:18 PM
To: Gray, Yvette-Monique
Subject: RE: Coroner seizure orders

Thank you, that would be quite satisfactory.

Have a great weekend,

John Knox, Special Investigations Coroner
BC Coroners Service
Metrotower II
Suite 800 - 4720 Kingsway Avenue
Burnaby BC, V5H 4N2

Office: 604.660.2576 / Fax: 604.660.7766
http://www.pssg.gov.bc.ca/coroners

From: Gray, Yvette-Monique [mailto:Yvette-Monique.Gray@cbsa-asfc.gc.ca]
Sent: Friday, January 3, 2014 2:28 PM
To: Knox, John JAG:EX
Subject: FW: Coroner seizure orders

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Hello John,
Further to our telephone discussion, I am acknowledging receipt of the first of the two seizure orders. We will start working on the data collection.

Yesterday we had discussed that it may take a little time to put the package together. Can I aim to have everything to you related to the first order by January 24th?

Regards,

Yvette-Monique Gray
Director| Directrice
Pacific Region Enforcement and Intelligence Division | Division d'exécution de la loi et du renseignement de la région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia St, Vancouver BC V6B 6C8
Yvette-Monique.Gray@cbsa-asfc.gc.ca
Tel | Tél: 604-666-2308 / Cell |
Government of Canada | Gouvernement du Canada

From: Knox, John JAG:EX [mailto:John.Knox@gov.bc.ca]
Sent: January 3, 2014 11:48 AM
To: Gray, Yvette-Monique
Subject: Coroner seizure orders

John Knox, Special Investigations Coroner
BC Coroners Service
Metrotower II
Suite 800 - 4720 Kingsway Avenue
Burnaby BC, V5H 4N2

Office: 604.660.2576 / Fax: 604.660.7766
http://www.pssg.gov.bc.ca/coroners

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Li, Yvonne

From: Gray, Yvette-Monique
Sent: January 16, 2014 06:21 PM
To: Graham.Stark@justice.gc.ca; Séguin, Marie-France
Cc: Morris, George; Clarke, DougC; Lane, Christian; Anaka, Jennifer; Deans, James
Subject:
Attachments:

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Li, Yvonne

From: Li, Yvonne
Sent: January 16, 2014 06:26 PM
To: PAC-Dist_EID_IEMT
Subject: BCIHC Post-Incident Debrief with VIA - January 23rd

Hi,

Yvette would like to schedule a post-incident debrief with IEMT and VIA staff on this coming Thursday, January 23rd and the topics of discussion can be found below. Could you please kindly confirm your availability by **EOD Friday, January 17th (tomorrow)**? The meeting will be held in the VIA boardroom and will take approximately 2 hours.

- Incident Debrief
- Proposed procedures related to IHC incident
- Any other issues for discussion

Thanks,

Yvonne Li
Executive Assistant to Director Yvette-Monique Gray
Canada Border Services Agency | Agence des services frontaliers du Canada
Enforcement and Inteliigence Division | Division d'execution et renseignements
700-300 West Georgia Street, Vancouver BC V6B 6C8 | 700-300 rue Georgia Ouest, Vancouver CB V6B 6C8
Tel/Tel:604-666-8653 | Fax/Telecopieur: 604-666-8283
Email: Yvonne.Li@cbsa-asfc.gc.ca
Government of Canada/Gouvernement du Canada

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Li, Yvonne

From: Deans, James
Sent: January 16, 2014 09:45 AM
To: Morris, George; Paul, Lucky; Brain, Darrel; Lane, Christian; Perzow, Adam
Cc: Gray, Yvette-Monique; Clarke, DougC; Anaka, Jennifer
Subject: RE: Reminder - Request for information

You are correct George. This was mainly a reminder for the managers of staff who attended at the hospital to be sure to include any notes made by the officers there. We also need to include any emails you may have exchanged with each other that Yvette was not included on. There shouldn't be too many of those as Yvette was in the loop for pretty much the entire time.

Thanks,
James

From: Morris, George
Sent: January 16, 2014 9:39 AM
To: Deans, James; Paul, Lucky; Brain, Darrel; Lane, Christian; Perzow, Adam
Cc: Gray, Yvette-Monique; Clarke, DougC; Anaka, Jennifer
Subject: Re: Reminder - Request for information

James, just to clarify, with respect to emails we were under the impression that the emails were going to be pulled from either Yvette and or Jennifer's email so that everyone else was not pulling identical emails.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Wednesday, January 15, 2014 01:43 PM
To: Paul, Lucky; Brain, Darrel; Lane, Christian; Perzow, Adam
Cc: Gray, Yvette-Monique; Clarke, DougC; Morris, George; Anaka, Jennifer
Subject: Reminder - Request for information

Please do not disseminate any further.

As I'm sure you are all aware, we are in the process of collecting information to comply with the Coroner's seizure orders and information requests from the RCMP, in regard tothe incident of December 20 at BCIHC. I wanted to remind managers of EID staff involved with the file to provide all email correspondence and notes sent or received regarding detainee VEGA JIMINEZ, Lucia from 1 DEC 2013 through to 31 DEC 2013 inclusive. This would encompass officers who worked any shifts at the hospital from Dec 20 - 24 and include any written notes they might have made. Staff attending were:

Nicole Turner
Kirk Salonen
Arsalan Mahmood
Gary Fei
Jen MacLeod
Rosemary Kinahan
Lucky Paul

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Darrel Brain
Yvette-Monique Gray

Please provide this information to myself or Jennifer Anaka by end of day tomorrow.

Thanks,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Li, Yvonne

From: Gray, Yvette-Monique
Sent: January 21, 2014 04:35 PM
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Cc: Scoville, Kim; Sidhu, Sonia; Rice, Kimberly; Linde, John; Deans, James; Anaka, Jennifer; Séguin, Marie-France; Graham.Stark@justice.gc.ca
Subject:

Attachments:

Best regards,
Yvette-Monique Gray
Director| Directrice
Pacific Region Enforcement and Intelligence Division | Division d'exécution de la loi et du renseignement de la région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia St, Vancouver BC V6B 6C8
Yvette-Monique.Gray@cbsa-asfc.gc.ca
Tel | Tél: 604-666-2308 / Cell |
Government of Canada | Gouvernement du Canada

From: Deans, James
Sent: January 13, 2014 3:34 PM
To: MacVicar, Roslyn; Boldt, Perry; Scoville, Kim; Sidhu, Sonia; Hellsten, Sari; Sidhu, Karen; Dyck, John; Sin, Jenny
Cc: Gray, Yvette-Monique; Li, Yvonne; Anaka, Jennifer
Subject: Request for information
Importance: High

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Regards,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
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Li, Yvonne

From: Gray, Yvette-Monique
Sent: January 24, 2014 01:21 PM
To: Scoville, Kim; MacVicar, Roslyn
Subject: FW: Coroner and RCMP Release Lists
Attachments: Coroner Release.docx; RCMP Release.docx

Sent to Perry yesterday.
Yvette

From: Anaka, Jennifer
Sent: January 23, 2014 4:19 PM
To: Boldt, Perry
Cc: Gray, Yvette-Monique; Deans, James; Lane, Christian; Clarke, DougC
Subject: Coroner and RCMP Release Lists

Hi Perry,

Attached are the release lists for the Coroner and the RCMP, edited as discussed. I've added the items that were released to the RCMP on the day of the incident and have amended the 'phases' for the Coroner, as well as adding the video footage to Phase 2.

Please let me know if you think it requires any further changes or if you require anything else.

Thanks,
Jen

Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

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Li, Yvonne

From: Bhayani, Cinnamon on behalf of PAC-CBSA, EID ISU
Sent: January 30, 2014 10:52 AM
To: PAC-Dist_EID_DMT
Cc: Bolton, Bernée
Subject: RE: Update: Protest at LISQ on January 31st

Fyi
This is in regards to the in-custody death. Media states "vigil". Facebook page indicates "Action Alert: Justice..."...

From: Bhayani, Cinnamon **On Behalf Of** PAC-CBSA, EID ISU
Sent: January 30, 2014 10:08 AM
To: PAC-Dist_EID_DMT
Cc: Bolton, Bernée
Subject: Update: Protest at LISQ on January 31st

Fyi
VPD is aware of the event. Please see social media updates below.

Cinnamon Bhayani
A/Supervisor / I/Superviseur
Integrated Support Unit | Unité du soutien intégré
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
Cinnamon.Bhayani@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-1224
Facsimile | Télécopieur 604-666-7118
Government of Canada | Gouvernement du Canada

From: Tamre, Anita
Sent: January 30, 2014 10:01 AM
To: Bhayani, Cinnamon
Subject: Update

FACEBOOK EVENT @ LISQ 5:30 pm Jan 31st/2014	# of People "Attending"
10:00	202

Online Petition	# of Signatures
10:00	1,256

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Anita Tamre
Administrative Assistant
Intelligence Division
Canada Border Services Agency
605-333 Dunsmuir St
Vancouver BC V6B 5R4
Email: anita.tamre@cbsa-asfc.gc.ca
Telephone 604-666-1992
Facsimile 604-775-6710

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Anaka, Jennifer

From: McCusker, Isabel
Sent: January 30, 2014 11:21 AM
To: Anaka, Jennifer
Subject: FW: Coroner
Attachments: Briefing Note to the President - Vega Jiminez Coroner Release.doc

Hi Jenn,

We are awaiting word from VPO and suspect that a more comprehensive review of the incident is going to be requested from the VPO. In the meantime, I have hastily put the information you gave me into a draft BN in case they decide that's all they need, and we are awaiting our marching orders. Could you quickly review and let me know if I have correctly captured the issues we discussed? Don't worry about the communications info – it is still to be fleshed out. Thank you!

Isabel McCusker
Regional Program Officer
Corporate & Program Services Division,
CBSA, Pacific Region
☎(604) 666-8635 (604) 666-2826

From: McCusker, Isabel
Sent: January 30, 2014 9:43 AM
To: Anaka, Jennifer
Subject: FW: Coroner

Hi Jenn- the information I have in front of me is scant. I have just left a voicemail message as well and am keen to discuss this when you have a moment. Thank you for your help,

Isabel McCusker
Regional Program Officer
Corporate & Program Services Division,
CBSA, Pacific Region
☎(604) 666-8635 (604) 666-2826

From: Urquhart, Deirdre
Sent: January 30, 2014 9:28 AM
To: McCusker, Isabel
Subject: FW: Coroner

fyi

From: Linde, John
Sent: January 30, 2014 9:27 AM
To: Urquhart, Deirdre
Subject: RE: Coroner

I just got off the phone with Jennifer Anaka who has all the info. Isabel can call her any time.

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John

From: Urquhart, Deirdre
Sent: January 30, 2014 9:26 AM
To: Linde, John
Subject: FW: Coroner

Assigned to Isabel- please advise her once you have talked to Perry- thanks

---

From: Linde, John
Sent: January 30, 2014 8:29 AM
To: Urquhart, Deirdre
Subject: FW: Coroner

Hi Dede,

Who on your team can take this one? Jennifer Anaka will be the EID contact. I'm not sure who developed the attached Coroner Release package but I'll inquire of Perry.

John

From: Boldt, Perry
Sent: January 30, 2014 8:12 AM
To: Linde, John; Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: Fw: Coroner

VPO requires a BN to the president outlining our info release approach and our rationale. BF Monday at 9am.

Thanks

P.

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Blanchard, NathalieX
Sent: Thursday, January 30, 2014 05:26 AM
To: Boldt, Perry
Cc: Rice, Kimberly; Sidhu, Sonia; Cabana, Philippe; Rancourt, Heather; Najm-Abboud, Nadia; Proulx, Annick
Subject: FW: Coroner

Perry

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Anaka, Jennifer

From: Anaka, Jennifer
Sent: January 28, 2014 09:15 AM
To: Case-Management, CBSA-NHQ
Cc: Deans, James; Séguin, Marie-France; Morris, George; Clarke, DougC
Subject: RE: F

Hello,

In the future, please ensure that any requests for information directed to the Pacific Region Enforcement & Intelligence Division are sent to Director Yvette-Monique Gray. Director Gray's email is always monitored which ensures that queries will be actioned promptly.

Regards,
Jennifer Anaka
Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

From:
Sent: Tuesday, January 28, 2014 06:03 AM
To: Paul, Lucky
Subject: FW:

Good Morning Lucky,

Deadline is 9:30am Eastern /6:30am Pacific….so don't sweat it if you can't respond in time.

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
191 Laurier Ave. W.
13th Floor, 13-058

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Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: Case-Management, CBSA-NHQ
Sent: January 28, 2014 8:58 AM
To: Chiocchio, Caterina
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Hey there....

Have you got any boilerplate lines on how CBSA works with local law enforcement/ RCMP / Coroner's Office?

Thanks,

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
191 Laurier Ave. W.
13th Floor, 13-058
Ottawa, ON K1A 0L8
Tel: (613) 960-9544
collin.shaw@cbsa-asfc.gc.ca

Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: St-Laurent, Andrea
Sent: January 28, 2014 8:26 AM
To: Braund, Regan
Cc: Case-Management, CBSA-NHQ
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Is the chrono up to date for this question?

QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner's Office in such instances). Please call for additional information.

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Andrea St-Laurent
Advisor/ Conseillère
Director's Office/ Bureau de la Directrice
Inland Enforcement and Case Management/ Exécution de la loi intérieure et gestion de cas
Telephone / Téléphone: (613) 952-7915

From: Boutilier, Kimberley
Sent: January 28, 2014 8:22 AM
To: St-Laurent, Andrea
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Andrea, FYI only for the moment – believe this will be coming your way, but will clarify with VPO first. They may task to the Region.

From: MacKillop, Ken
Sent: January 28, 2014 8:19 AM
To: Christiansen, Calvin; Leckey, Geoff
Subject: Fw: FOR ACTION Requests - January 28, 2014

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 08:18 AM
To: Marier, Ruth; Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolti, Patrizia
Cc: Schmidt, Suzanne
Subject: Re: FOR ACTION Requests - January 28, 2014

Noted. Thanks.

Pls add Amy Jarrett to your QP notifications.

Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Marier, Ruth
Sent: Tuesday, January 28, 2014 08:06 AM
To: Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; MacKillop, Ken; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolti, Patrizia
Cc: Schmidt, Suzanne
Subject: FOR ACTION Requests - January 28, 2014

For immediate action.

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Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: McAteer, Julie [mailto:Julie.McAteer@ps-sp.gc.ca]
Sent: Tuesday, January 28, 2014 07:58 AM
To: * EMPB-ADMO / SGUP-BSMA <DL_EMPB-ADMO@ps-sp.gc.ca>; * GOC-Support All / COG-Support tous <DGOPSOPS@opscen.gc.ca>; * Media Monitoring / Suivi des médias <MediaMonitoring@ps-sp.gc.ca>; * Parliamentary Affairs Division / Division des affaires parlementaires <DL_PAD@ps-sp.gc.ca>; * SPB-ADMO <DL_SPB_ADMO@ps-sp.gc.ca>; McLeod, Adam; Anestis, Melanie <Melanie.Anestis@ps-sp.gc.ca>; Annie.Hua <annie.hua@rcmp-grc.gc.ca>; Archambault-Chapleau, Nadine <archambaultnc@npb-cnlc.gc.ca>; Austria, Jamela: PS / SP; Bedor, Tia Leigh: PS / SP; Bizai-Lévesque, Nicole: PS / SP; Blinick, Adam: PS / SP; Boisvert, Frederik <Frederik.Boisvert@ps-sp.gc.ca>; Boucher, Patrick: PS / SP; Burton, Meredith: PS / SP; Caceres, Lizette <Lizette.Caceres@ps-sp.gc.ca>; CBSA-ASFC_PAU-UAP; Charles-Eric.Lepine@rcmp-grc.gc.ca <Charles-Eric.Lepine@rcmp-grc.gc.ca>; Desnoyers, Christine <christine.desnoyers@rcmp-grc.gc.ca>; Cogan, Tim <Tim.Cogan@cpc-cpp.gc.ca>; Cyr, Lynne: PS / SP; Deacon, Jamie: PS / SP; deleRue, Jean-Christophe <Jean-Christophe.DeLeRue@ps-sp.gc.ca>; Dupuis, Chantal: PS / SP; Durand, Stéphanie: PS / SP; Executive Services <ES&ML-QPMI@rcmp-grc.gc.ca>; Fisher, Adam <fishera@smtp.gc.ca>; Guérin, Nathalie <Nathalie.Guerin@ps-sp.gc.ca>; Hayward, Jane <Jane.Hayward@ps-sp.gc.ca>; HENRICHONP@smtp.gc.ca <HENRICHONP@smtp.gc.ca>; Howe, Susan: PS / SP; Hunt, Ryan: PS / SP; Issues / Enjeux <issues.enjeux@ps-sp.gc.ca>; McDonald, Jane <jane.mcdonald@npb-cnlc.gc.ca>; Johnson, Mark: PS / SP; Johnson, Amy <JOHNSONAM@smtp.gc.ca>; Curtis, Karyn: RCMP / GRC; Koops, Randall: PS / SP; Laperle, Linda: PS / SP; Leclair, Natalie: PS / SP; LeSage, Lynn: PS / SP; Leslie, Branden <Branden.Leslie@ps-sp.gc.ca>; Levesque, Lance <Lance.Levesque@ps-sp.gc.ca>; Loiselle, Karine <Karine.Loiselle@ps-sp.gc.ca>; Manji, Natasha: PS / SP; Cocking, Marie: PBC / CLCC; Mark Penner (pennerma@smtp.gc.ca) <pennerma@smtp.gc.ca>; McDonald, Andrea: PS / SP; Muldoon, Shannon: CSC / SCC; Nicole Rainville <nicole.rainville@rcmp-grc.gc.ca>; Greenough, Nicole; Paquin, Annick: PS / SP; Paulson, Erika: PS / SP; Pettipas, José: PS / SP; QP notes <QPnotes@ps-sp.gc.ca>; Bélanger, Roger; Roylt <roylt@csc-scc.gc.ca>; Schnupp, Sophie: PS / SP; Duclos, Selina: CSC / SCC; Tingley, Sherrie <Sherrie.Tingley@cpc-cpp.gc.ca>; Schmidt, Suzanne; Talal Dakalbab <talal.dakalbab@pbc-clcc.gc.ca>; Tamming, Jason <Jason.Tamming@ps-sp.gc.ca>
Cc: Marier, Ruth; Schmidt, Suzanne
Subject: QP Requests - January 28, 2014

Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

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Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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Anaka, Jennifer

From: Anaka, Jennifer
Sent: January 28, 2014 09:00 AM
To: Morris, George; Paul, Lucky; Brain, Darrel; Bolton, Bernée; Clarke, Laura; Deans, James; Clarke, DougC
Subject: RE: FOR ACTION Requests - January 28, 2014

I think they may be looking for more than media lines.

. it may be appropriate to have Case Management consult with Marie-France Seguin for a statement.

Please let me know if there are any objections, if not I will advise case management.

Regards,
Jennifer Anaka
Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

From: Morris, George
Sent: January 28, 2014 8:23 AM
To: Deans, James
Subject: RE: FOR ACTION Requests - January 28, 2014

Thanks James, I don't think we have a lot to contribute outside of what comm's should already have....

From: Deans, James
Sent: January 28, 2014 7:56 AM
To: Paul, Lucky; Brain, Darrel; Morris, George
Subject: Re: FOR ACTION Requests - January 28, 2014

George,

I will check the IFS for media lines but I don't think there was much. I know comms has a standard media line we are using, I heard it used on CBC this morning.

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
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Envoyé à partir de mon BlackBerry.

From: Paul, Lucky
Sent: Tuesday, January 28, 2014 07:42 AM
To: Case-Management, CBSA-NHQ; Brain, Darrel; Deans, James
Subject: Re: FOR ACTION Requests - January 28, 2014

Hi Colin

I'm not in today but may George or James can assist.

George/James I can't pull up much from Dec on BB not sure if our issue fact sheet had media lines.

Thanks
Lucky

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Case-Management, CBSA-NHQ
Sent: Tuesday, January 28, 2014 06:03 AM
To: Paul, Lucky
Subject: FW: FOR ACTION Requests - January 28, 2014

Good Morning Lucky,

PS-Min has requested a QPN on VEGA JIMENEZ. In particular, they'd like to have lines on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances

Have you got any input/lines from regional standard practices?

Deadline is 9:30am Eastern /6:30am Pacific....so don't sweat it if you can't respond in time.

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
191 Laurier Ave. W.
13th Floor, 13-058
Ottawa, ON K1A 0L8
Tel: (613) 960-9544
collin.shaw@cbsa-asfc.gc.ca

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Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: Case-Management, CBSA-NHQ
Sent: January 28, 2014 8:58 AM
To: Chiocchio, Caterina
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Hey there....

Have you got any boilerplate lines on how CBSA works with local law enforcement/ RCMP / Coroner's Office?

Thanks,

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
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Ottawa, ON K1A 0L8
Tel: (613) 960-9544
collin.shaw@cbsa-asfc.gc.ca

Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: St-Laurent, Andrea
Sent: January 28, 2014 8:26 AM
To: Braund, Regan
Cc: Case-Management, CBSA-NHQ
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Is the chrono up to date for this question?

QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner's Office in such instances). Please call for additional information.

Andrea St-Laurent
Advisor/ Conseillère

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Director's Office/ Bureau de la Directrice
Inland Enforcement and Case Management/ Exécution de la loi intérieure et gestion de cas
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Sent: January 28, 2014 8:22 AM
To: St-Laurent, Andrea
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Andrea, FYI only for the moment – believe this will be coming your way, but will clarify with VPO first. They may task to the Region.

From: MacKillop, Ken
Sent: January 28, 2014 8:19 AM
To: Christiansen, Calvin; Leckey, Geoff
Subject: Fw: FOR ACTION Requests - January 28, 2014

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Sent: Tuesday, January 28, 2014 08:18 AM
To: Marier, Ruth; Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolti, Patrizia
Cc: Schmidt, Suzanne
Subject: Re: FOR ACTION Requests - January 28, 2014

Noted. Thanks.

Pls add Amy Jarrett to your QP notifications.

Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Marier, Ruth
Sent: Tuesday, January 28, 2014 08:06 AM
To: Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; MacKillop, Ken; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolți, Patrizia
Cc: Schmidt, Suzanne
Subject: FOR ACTION Requests - January 28, 2014

For immediate action.

Sent from my BlackBerry handheld.

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Anaka, Jennifer

From: Black, Catherine
Sent: January 24, 2014 04:47 PM
To: Anaka, Jennifer
Subject: RE: Latest and Final IFS version

Do you have the info by chance? I can definitely update but don't have a clue what it is

Catherine Black
Manager, Program Services

From: Anaka, Jennifer
Sent: January 24, 2014 4:46 PM
To: Black, Catherine
Subject: RE: Latest and Final IFS version

Hi Catherine,

We obtained information from VIA so we could have a full understanding of what occurred that morning, but I didn't intend on updating the IFS myself. I understood that would be done by Programs. If that's not the case, please let me know and I can do it.

Regards,
Jennifer Anaka
Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

From: Black, Catherine
Sent: January 24, 2014 3:10 PM
To: Anaka, Jennifer
Subject: FW: Latest and Final IFS version

VIA tells me you are updating. Is that correct?

Catherine Black
Manager, Program Services

From: Gray, Yvette-Monique
Sent: January 23, 2014 8:23 AM
To: Black, Catherine; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: RE: Latest and Final IFS version

Hi Catherine,
Thank you for passing this on and for the work of CPSD to complete.

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I do note that the information on the arrival of VIA Traffic Ops Supts is not listed in the chronology. This is important as they were the first CBSA staff on scene,

I still don't have that detail and will require it for our briefings with the coroner. Technically what we have at the moment is an incomplete record.

I would appreciate it if you could get someone to follow up so that the IFS can be complete.

Thanks,
Yvette

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
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Anaka, Jennifer

From: Deans, James
Sent: January 22, 2014 08:13 AM
To: Anaka, Jennifer
Subject: Meeting at VIA
Attachments: BCIHC timeline - Vega Jimenez.xlsx

Hi Jen,

Here is a more up to date BCIHC chronology for the meeting tomorrow morning. If you identify any items that are not applicable to what we are trying to accomplish please let me know and I will take them out. I'm sure there will be a number of additions to the timeline once we hear VIA's accounting of events.

Thanks,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
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Anaka, Jennifer

From: Fei, Gary
Sent: January 17, 2014 10:39 AM
To: Anaka, Jennifer
Subject: RE: Hospital Notes for VEGAS JIMENEZ
Attachments: VEGA JIMENEZ NOTES.pdf

Was tied up yesterday with a few things but here it is.

From: Paul, Lucky
Sent: January 15, 2014 12:38 PM
To: MacLeod, Jennifer; Kinahan, Rosemary; Salonen, Kirk; Mahmood, Arsalan; Fei, Gary
Cc: Anaka, Jennifer; Perzow, Adam; Brain, Darrel
Subject: Hospital Notes for VEGAS JIMENEZ

Hi All,

As we are prepare for the corners investigation into the death of Ms. Jimenez the coroner has requested a copy of all written notes related to Ms. Jimenez. We have a copy of the emails that were generated from hospital updates.

If you took any notes while you were at the hospital can you please scan your notes and send them to Jen Anaka by Thursday afternoon.

Please and thanks

Lucky Paul

Manager, Regional Programs |Gestionnaire des programmes régionaux
Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
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Lucky.Paul@cbsa-asfc.gc.ca
Tel | Tél: 604-666-9046 / Fax | Télécopieur: 604-666-3102
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Anaka, Jennifer

From: MacLeod, Jennifer
Sent: January 16, 2014 12:33 PM
To: Anaka, Jennifer
Subject: FW: Hospital Notes for VEGAS JIMENEZ

Hi Jenn,

I did take some notes on a notepad (didn't have my notebook) but I think they are at home. Can I have them to you by the end of the day tomorrow?

Jenn

From: Paul, Lucky
Sent: January 15, 2014 12:38 PM
To: MacLeod, Jennifer; Kinahan, Rosemary; Salonen, Kirk; Mahmood, Arsalan; Fei, Gary
Cc: Anaka, Jennifer; Perzow, Adam; Brain, Darrel
Subject: Hospital Notes for VEGAS JIMENEZ

Hi All,

As we are prepare for the corners investigation into the death of Ms. Jimenez the coroner has requested a copy of all written notes related to Ms. Jimenez. We have a copy of the emails that were generated from hospital updates.

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Lucky Paul

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Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
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BC HOLDING CENTRE
STANDING ORDERS

SUMMARY OF OPERATIONAL PARAMETERS AND POLICIES

Purpose of Facility
The purpose of this facility is to provide secure custody of detained persons who are being managed through the Enforcement continuum, either from the Port of Entry or Inland. These persons will be either in the process of being transferred to a long term detention facility or will be awaiting imminent departure or continuation of examination.

Planning Parameters

Rated Capacity
The BCHC has a rated capacity of 24.

Site Location
The facility is located at the Vancouver International Airport, Level I, room 1989.0A

Detainee Profile
Detainees may be persons of any gender and any age. Men will be accommodated separately. Women and families will be normally accommodated separately as will unaccompanied minors.

While the majority of detainees may be cooperative and present little risk, the facility is be prepared to accommodate abhorrent behavior precipitated by a range of emotions and situations (stress, fear, frustration, anger).

Persons assessed as requiring "Special Handling", i.e. those who would normally be escorted by Inland Enforcement Officers services, will not normally be admitted to this facility. However, a prior criminal record, history of assaultive behavior, or association with organized crime will not necessarily preclude admission.

The Canadian Charter of Rights and Freedoms will be respected. The applicable United Nations Rules and Principles will be respected. The National Detention Priorities and Monitoring Plan will be respected, as will the National Principles of Detention.

The safety of persons will be the utmost priority.

Outsourcing
All aspects of operation and service delivery, with the exception of management, will be obtained by contract.

Life Cycle
10 – 25 years

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BC HOLDING CENTRE
STANDING ORDERS

Operational Overview

Detainees at the BCHC will be one of the following:

- A person who is in detention during immigration processing, and whose removal is now being affected
- A person who has just arrived in Canada at the VIA POE and is subject to a Detention Order
- A person who is being removed from another point in Canada and is being temporarily housed at the Centre for removal or transfer to a long term facility
- A person detained for any lawful Immigration purpose

Persons being detained for less than eight (8) hours will normally be held at the CBSA area at the Vancouver International Airport. Only those persons who are expected to be detained for more than eight (8) hours should be admitted.

Detainees will be admitted, assigned to a room, provided with meals and other necessities of life as required. Freedom of movement within the facility will be restricted to the extent necessary to ensure the safe operation of the facility.

The facility operates 24 hours a day, 7 days a week.

Governing Policy

The BC Holding Centre shall be operated in a manner which is consistent with international law, and in particular:

United Nations Guidelines on Detention of Asylum Seekers, the United Nations Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, and the United Nations Standard Minimum Rules for the Treatment of Prisoners. Canada is a signatory to all of these United Nations guidelines and standards.

Further, the Centre shall be in full compliance with Canadian Law, in particular the Charter of Rights and Freedoms, and the Immigration and Refugee Protection Act, as well as any regulations flowing from the latter.

Finally, the Centre shall be in full compliance with Canada Border Services Agency National, Regional and local policy as may be stated from time to time. Centre procedures shall be established and enunciated in the form of Standing Orders, by the Director, Enforcement. It shall be the responsibility of the Director, Enforcement or Delegate to be able to demonstrate that all security (including contract security) assigned to the Centre are fully aware of the Standing Orders.

Monitoring of detention at the BCHC will be conducted by the Canadian Red Cross per the National Memorandum of Understanding on detention monitoring. The Red Cross shall have access to BCHC on a 24/7 basis and will not be required to provide notice of visitation.

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BC HOLDING CENTRE
STANDING ORDERS

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 1

PURPOSE:

Define the operating authority and responsibility for the BC Holding Centre

CONTENT:

The BC Holding Centre is the direct responsibility of the Director, Enforcement, Pacific Region Enforcement Centre (PREC) who reports to the Regional Director General, Pacific Region.

Any concerns that arise that are not addressed within Standing Orders are to be directed to Director, Enforcement, PREC, or to a designate formally identified, in writing.

Contact telephone numbers are:

666-2308 Director, Enforcement
666-9703 Manager, Detentions Unit

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 2

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre.

PURPOSE:

Define the general purpose of the BC Holding Centre

DEFINITIONS:

None

CONTENT:

The BCHC is to be used for short-term detention (in most cases, normally a maximum 72 hours). Those detained will be held using Order for Detention (IMM 421) issued by CBSA. Detainees will be detained and released from the Centre under the specific instruction of CBSA Officers, and in their custody, the custody of CBSA contracted security guards or in the custody of agents working on their behalf who present acceptable identification and documentation (i.e. RCMP).

Detainees may be those who have been escorted or arrived unescorted from other parts of Canada (and are to be held pending departure time/date), those who have just arrived in Canada (and are being returned to their country of origin), and those who are in custody for removal or other Immigration proceedings.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 3

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the responsibility for the day to day operation of the Centre, including the security assignments and routine documentation requirements.

SECURITY CLEARANCE: Secret

DEFINITIONS: None

CONTENT:

The operation of the Centre is the responsibility of the Director, Enforcement, Pacific Region Enforcement Centre, Canada Border Services Agency.

Security services at the Centre will be the responsibility of the contract security, who will provide a minimum of (4) four line officers, (24) twenty four hours per day, (7) seven days per week; and one Site Manager (5) five days per week, (8) eight hours per day.

The Site Manager is responsible to ensure that agreed upon routines are fully implemented and all requirements contained within Standing Orders are met. Further, the Site Manager is to ensure that any and all concerns are brought to the attention of the Director, Enforcement or Delegate, Canada Border Services Agency in a prompt and effective manner.

The Site Manager is responsible to ensure that all security assigned to work in the Centre have access to a copy of Standing Orders. The Site Manager maintains a record wherein employees sign off that they have: (1) read the Standing Orders, (2) understand the contents of the Standing Orders, (3) received training identified in the Standing Orders and (4) that they understand that the Standing Orders are protected information, owned by the Government of Canada. Annex 1 to this Standing Order contains the form that is to be used.

In addition to the Site Manager each shift will have one of the four line security present designated as "In Charge" of the Centre.

At least one security guard must be female and at least one must be male at all times in the Centre. This requirement arises out of being unable to predict the gender of detainees who will require accommodation at the Centre.

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The officer "in charge" of the Centre, (Site Manager or designated alternate) shall maintain possession of the Daily Occurrence Log for the BCHC. The purpose of the Log is to document the activity of the Centre, and to ensure that information is passed accurately from shift to shift. The Log shall record, at a minimum, (1) names of security on duty and their times of arrival; (2) names, dates and times of all admissions and discharges; (3) a description of any unusual occurrences during the shift; and (4) the result of the count taken during change of shift. When in doubt, security shall err on the side of making an entry. Annex 2 to this Standing Order provides an electronic page to be used for the Daily Occurrences Log.

The officer "in charge" of the Centre shall maintain an Visitor's Log in which every person, other than detainees or Centre contract personnel, entering or leaving the Centre signs, indicating the date, time in/out, printed name, organization, reason for visit and signature. Every entry in the log shall be co-signed by contract personnel. Annex 3 to this Standing Order contains the form to be used for this purpose.

The officer "in charge" of the Centre shall maintain an official Registry. This Registry is the official record of admissions and discharges. It is the record that is used to determine whether or not the "count" of detainees is correct. The registry may be maintained electronically or in hard copy written form. The critical point is that it must be in the possession, or under the singular control of the officer "in charge" of the facility.

Additional contract personnel may be authorized at the discretion of the Director, Enforcement or Delegate, Canada Border Services Agency, where they are deemed necessary.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 4

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre.

PURPOSE:

Define the daily routine of the Centre.

DEFINITIONS:

None

CONTENT:

The Director, Enforcement or Delegate, Canada Border Services Agency shall issue a daily routine, which shall be appended to this standing order as Annex 1. While the routine is intended as a guideline, and daily variations are permitted, permanent changes to the routine are to be approved by the Director, Enforcement or Delegate.

The routine is to be posted in all common areas for the information of detainees.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 5

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define admission and discharge procedures

DEFINITIONS:

None

CONTENT:

Admission of a person to the BCHC requires the creation of a file. This file becomes an official Government of Canada file, and shall be maintained securely in a cabinet provided for this purpose. The file shall include the client ID number generated by FOSS (Field Operational Support System). The file shall be retained for two years from closing date (per NHQ directive).

The first document on the file shall be the Admissions/Discharge Checklist, which is appended as Annex 1 to this Standing Order. One copy of this dual-purpose form shall be used upon admission, and used for discharge.

Security will use the checklist to process an admission to the Centre. In addition, a photograph of the person shall be taken, and made available to new security coming on shift. Pictures of all detainees currently in the Centre shall be maintained in a location easily accessed by security.

The second document shall be the Order for Detention, which authorizes the person to be held in the Centre. A copy of this order shall be retained for the file record.

The third document shall be the Effects Form, found as Annex 1 to Standing Order 8, detailing the person's effects.

The fourth document shall be the list of personal hygiene items issued. This document will be found as Annex 1 to Standing Order 9. Items provided to persons shall be checked off. Note that items of personal hygiene are not to be kept by the detainee however will be offered twice daily (morning and evening) or at request of detainee.

A completed Detainee Status Report and Profile form provided to BCHC by either the arresting/detaining officer(s), or the sending institution, is to be placed in the file.

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Behavioral information, particularly where there is a danger to the individual or to others, is to be placed on the file, as well as noted in the daily logbook.

Medical information, particularly about chronic conditions, or medication requirements is to be included in the file. This information must also be noted in the daily logbook. Medication is to be managed as directed by Standing Order 26.

The final form on the file will be the file checklist and the penultimate form the Order for Release.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 6

TITLE: Admission – Search of Individuals and Clothing

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define admission search procedures

DEFINITIONS:

None

CONTENT:

Admission and discharge are important activities that are detailed and time and space consuming. CBSA Officers shall notify the OIC of the Centre when there are detainees to admit or remove. The OIC of the Centre shall approve the timing of the arrival and discharge of detainees. Conflicts shall be resolved by the Director, Enforcement or Delegate.

Detained persons will come from several sources: (1) those who have just arrived in Canada; (2) those who have been in custody elsewhere, and are being removed; (3) those being processed for removal; and (4) those detained for any lawful purpose under the Immigration and Refugee Protection Act. The Centre must be prepared to manage male and female adult persons, unaccompanied minors and families.

Those who have just arrived in Canada will have been taken into custody at a Port of Entry. Immigration officers taking such persons into custody have the responsibility to ensure that the individuals do not possess weapons, illegal drugs or substances, or alcohol. They are also responsible to assess the potential for violence on the part of the detainee, including the potential for self-harm and medical issues.

Those who have been in custody will have been searched prior to being transferred to BCHC. It is the responsibility of the transporting officers/security guards to ensure that the detainee has not acquired illicit materials during transit. BCHC Admitting must never assume that because of these efforts, the person being admitted could not still have contraband in their possession.

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Therefore, regardless of the source, detainees are to be searched thoroughly upon arrival. Two contract security guards must be present during all searches. Searching is to be as dignified as possible, and is to be done in a private room by a person of the same gender.

The search will be done with the detainee fully clothed and will consist of the removal of personal effects (rings, watch etc) by the detainee for bagging and storage in the safe. A security wand search and a pat down search of the detainee will be done by person of the same gender. THIS IS NOT A STRIP OR BODY CAVITY SEARCH as these searches are not authorized at this facility. Any objects detected during this search are to be removed by the detainee and placed on the counter for itemization. If during the search, the contract security guard sees any bruises, cuts, scrapes etc. they must be noted on the detainee file.

Should contract security guards have concerns regarding possible hidden contraband on a detainee, they will immediately notify the OIC who will contact the detaining authority who may arrange for a more thorough search. If no one can be contacted then the detainee must be transferred to the Vancouver City Gaol and the Gaol advised that there are contraband concerns. At no time is the detainee to be asked to remove any clothing other than what would be classified as outerwear (cardigan, jacket, shoes, socks).

Detainees shall be taken to their room in the clothing that they wear. All other belongings are to be tagged and stored as per Standing Order 8.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 7

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define responsibility for control of Detention Orders at BCHC

DEFINITIONS:

"Order for Detention" is the form used to detain persons.
"Authority to Release from Detention" is the form used to release detained persons into CBSA Officer/Security Guard custody, or to fully release detained persons, as indicated on the form.

CONTENT:

The legal documents used by CBSA must be correct. Failure to be so impairs the credibility of CBSA with colleague agencies, and has the potential to embarrass the department.

The responsibility to ensure that all orders are legal and correct in every way rests with the Director, Enforcement or Delegate, Canada Border Services Agency.

He/she may discharge this responsibility through Enforcement Assistants and/or contract security guards.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 8

TITLE: Management of Detainee Effects

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define how detainee effects are to be managed upon admission and discharge

DEFINITIONS:

None

CONTENT:

It is expected that most detainees will have possessions with them. It is important for security guards to realize that what they have may be of great importance to them, and have symbolic value well beyond the apparent value. Thus it is important to treat all effects with great care and respect. It is also important to re-assure detainees at every opportunity that their possessions will be held secure, and returned to them.

As part of the admission process, detainee effects are to be labeled and packaged in the presence of the detainee. Detainees shall be permitted to take only the clothing they wear into the holding rooms. Where effects are within containers, security need only to seal and label the container. Items may be sealed with tape on which the security guard signs or initials the tape such that it will be obvious if the seal has been broken. A detailed list of effects is to be prepared, signed by two security guards and the detainee, and a copy is to be given to the detainee for his/her retention. Annex 1 to this Standing Order 5 is the form to be used.

Detainee money is to be counted by one security guard in the presence of the detainee and one other security guard. It is to be documented clearly in detail on the effects form. If security does not recognize the currency, a description of it shall be entered on the effect's form. Currency arriving in a sealed envelope from a CBSA or detention facility will remain in the sealed envelope and does not get removed and counted, simply entered on the effects form. An exception will be made when the detainee requires access to their monies in order to have security purchase a phone card or prescription medication.

All monies, jewelry and other valuables will be placed in an envelope clearly marked with detainee name, sealed, the seal signed by both security guards and placed in the safe. Under no circumstances are envelopes to be placed together with paper clips, only stapled

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together. All valuables kept in the safe will be recorded in and out on the Access Control Record and is Annex 2 to this Standing Order.

Detainee effects are to be held in a secure, locked area to which only security on duty has the access.

In preparation for discharge, the effects are to be returned to the detainee, using the list composed upon admission. The detainee is to be given the opportunity to inspect their belongings. The list is to be signed by the detainee indicating that he/she has received the effects, after the inspection is complete.

If the detainee has in their possession a substance that cannot be identified, or which appears to be an illegal substance the OIC is to contact CBSA VIA if their client or Airport RCMP for guidance. In all such instances, the Director, Enforcement or Delegate, Canada Border Services Agency is to be informed in writing. Under no circumstance is the security guard to undertake to determine what the substance is (i.e. to "taste").

Complaints received from detainees about their effects shall be reviewed as required by Standing Order 27, "Complaints".

Any unclaimed effects which remain at BCHC for a period of one week after detainee is released from BCHC are to be transferred to PREC security guards for retention for one year after which disposal procedures will be followed by Manager, Detentions.

Note all monies and effects are to be signed for by the received CBSA Officer/Security Guard. This will ensure that all effects can be traced should it be required.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 9

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define the scale of issue to be provided to detainees admitted into the BCHC

DEFINITIONS:

None

CONTENT:

Personal hygiene items for male and female persons are to be made available to all admitted detainees who do not possess their own items. Personal hygiene items will be provided twice per day (after breakfast and prior to lock down for the night) or on request of the detainee. Personal hygiene items should not be left with the detainee for extended periods of time as there is no availability to store these in their room. Items include: toothpaste, toothbrush, soap, shampoo, comb and feminine hygiene products as required.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 10

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To identify responsibility and criteria for room placement

DEFINITIONS:

CONTENT:

The BCHC is wheelchair accessible and has four two-bed rooms for detainees contained within a common area. Each room has a toilet/sink with a water fountain and each common area has a complete washroom/shower room and TV. In addition the Centre has a "family" room which is a four-bed room with a washroom/shower room and TV. Two two-bed rooms, each with toilet/sink/fountain are also available for overflow of detainees or can be used to house detainees who need to be moved to a more secure facility.

It is important to remember that detainees may arrive at BCHC either after a considerable period in custody in another facility or after interview with CBSA officers at a Port of Entry. It is reasonable to expect that they will be under considerable stress, as they are most likely being removed or detained against their will.

Thus, in the case of those who have been in custody elsewhere, although there will be some knowledge of acceptable institutional behaviour, the stress of the situation adds a dimension that needs careful assessment. In the case of those who have just arrived, and have been taken into custody at a Port of Entry, less will be known, and a careful assessment is even more essential.

Within the assessment, there must be consideration given to any known history of violence (including self directed); any acting out behavior while in custody (short or long term custody); known mental health or medical issues, especially medication requirements; and perhaps most importantly, the nature of the interaction with the detainee as he/she is going through the admission process.

Also within the assessment there must be consideration given to family presence (if more than one person from the same family), language, gender, culture, and any disability extant.

Under normal circumstances, the following general principles shall apply:

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1. Children shall be housed with their mothers
2. Males and females shall be housed separately.
3. Single rooms will be used at the discretion of the OIC.
4. Unaccompanied minors shall be housed separately from males and females

The contract security OIC shall make the decision as to room placement, in consultation with those transporting the individual(s) in question, and using any additional information that may be available.

If the OIC is not comfortable with the ability of the BCHC to meet the room requirements of the detainee(s) in question, the Site Manager is authorized to refuse to detain an individual(s). During regular working hours, such decision would normally be taken in consultation with the Director, Enforcement or Delegate, Canada Border Services Agency. After hours the OIC will make the determination taking into account all factors. If the detainee is a CBSA VIA admission then CBSA VIA is to be contacted to determine what action they want taken.

A daily detainee count must be forwarded to the Manager, Detentions no later that 0700 and will include information as to whether any detainee was turned away from the facility due to bed capacity being exceeded. Any detainee unable to be housed at BCHC due to capacity issues will be housed at the Vancouver City Gaol.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 11

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Direct how interpreter service is to be acquired, and under what circumstances.

DEFINITIONS:

None.

CONTENT:

The need for interpretation service will arise from time to time. Contract security guards are directed to contact the Manager, Detentions if interpretation service is not available within the security guard ranks or from CBSA VIA.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 12

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define how food will be provided to detainees.

DEFINITIONS:

None

CONTENT:

Meals will be provided to detainees through a contract service provider. All utensils will be disposable plastic or paper products. These items must be counted going in, and counted coming out by the contract security guards.

Food will be delivered to the BCHC by contract food service provider. The vendor will come into the main vestibule only. Prior to delivery to detainees, all food will be inspected (Styrofoam containers opened) by contract security guards, and all utensils will be recorded. The contract security guard shall then deliver the meals to the individual detainees.

When the detainee is finished the meal, all utensils will be placed on the food trays or in the Styrofoam food container, which will be collected by contract security guards. The contract security guard shall count the returned utensils, and compare the count to that done before the food was delivered to the detainees.

Three meals plus an evening snack will be provided to detainees.

Special dietary requirements shall be accommodated as much as possible. Priority shall be given first to health requirements, then religious requirements, and finally, to personal preferences.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 13

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the protocol for external communication

DEFINITIONS:

None

CONTENT:

The BCHC is not a public office. The general public shall not be permitted access. Doors are to be kept locked and controlled by security at all times.

Detainees shall not be permitted to receive visitors at the BCHC. If visits by counsel or consular officials are to occur during the time that a detainee is at the BCHC, CBSA shall arrange for suitable space elsewhere, and for transport to and from that location (normally CBSA VIA).

The Director, Enforcement or delegated authority, must approve any other site visits, inspections or contractor work. The only agency which has 24/7 access to BCHC is the Canadian Red Cross per the protocol in the MOU on Detention Monitoring by that organization. UNHCR visits are guided by the National Protocol on UNHCR Field Visits and must be approved in advance.

In all of these circumstances, the role of BCHC security is to carefully log all occurrences, and document particularly where a change in custody occurs, such as when a CBSA official takes a detainee out of the Centre, and when the detainee is returned.

Detainees shall be granted reasonable access to a telephone. The telephone shall be limited to local outgoing calls, and operator controlled collect calls. The exception is the 1-866 number for the Legal Aid Brydges line.

If the Centre receives information from a CBSA officer that a member of the public does not wish to be contacted by a detainee by telephone, the detainee shall be advised that no further calls to that number may be placed and security will place all further phone calls on the phone in the common area. Security guards shall document the details of the complaint in the logbook and advise the Manager, Detentions Unit immediately of said complaint.

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Calls from officials, or from the general public seeking information of any kind are to be referred to 666-9703, Manager, Detentions Unit. Security personnel are not authorized to speak to any person about the status of a detainee or the presence of a detainee. The Site Manager may discuss matters relating to the operation of the Centre with PWGSC or CBSA facility personnel only after concurrence from the Director, Enforcement or the Manager, Detentions Unit unless it is an emergency situation.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 14

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define emergency medical training requirements for duty security at the Centre, and to define equipment that will be available for use at the Centre

DEFINITIONS:

None

CONTENT:

All persons working in the Centre shall be currently certified in St. John Ambulance Standard First Aid and CPR.

Two (2) fully stocked first aid kits shall be available in the Centre.

CPR airways shall be available and visible on a wall in the Control Room for ready access.

In addition to the kits, there shall be a supply of latex gloves available for security use in a medical emergency.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 15

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To define policy and procedures to acquire emergency health care services

DEFINITIONS:

None

CONTENT:

As a general principle, detainees shall receive a level of health care at the Centre comparable to that received by any persons in custody in Canada, taking into account that their stay at the Centre is very brief.

In a medical emergency, security shall call 911.

If a medical emergency appears to be happening in one of the rooms, security are reminded that only one or if available, two security guards is to enter the room, and the door is to be locked behind them, the OIC should be observing from outside the room. Security shall provide emergency first aid, and CPR. The OIC or security guard outside the room will call for additional help. Any other detainees present shall be placed in lock down in their room.

A decision to remove a detainee to a medical hospital or other place of medical service shall be made by the emergency medical team responding to the 911 call. The Site Manager shall ensure proper documentation (See Annex 1and 2 to this Standing Order) accompanies the individual.

Any detainee who leaves the Centre in a medical emergency shall do so under escort by a contract security guard. The detainee outside of the Centre shall remain under guard until such time Manager, Detentions advises. The Director, Enforcement or Delegate is responsible to make alternate arrangements if required.

In addition to 911 emergency calls, a Medical Clinic is located in the Domestic departures terminal at the Vancouver International Airport and arrangements have been made for non-emergency visits to that facility (accompanied by same documentation that would go to a hospital in an emergency). Payment for prescriptions will normally be the responsibility of the detainee. When a detainee is unable to do so, CBSA will cover the cost if the prescription if instructed by a Doctor that the prescription is immediately

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required for the detainee's wellbeing. Arrangements have been made with PharmaSave drugstore on site at YVR to fill prescriptions where detainees do not have the resources to pay. In these cases all receipts must be forwarded to PREC Administration clerical staff for reconciliation along with the detainee name and FOSS ID number.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 16

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE: Define the routine regarding linen and laundry at the Centre

DEFINITIONS:

"Linen" refers to those items, which are owned by the Centre or a contract linen supplier
"Laundry" refers to those items which are owned by detainees

CONTENT:

The Director, Enforcement or Delegate, Canada Border Services Agency shall establish a linen supply contract for the BCHC. The contract shall provide clean linen and blankets for each new arrival, and shall provide for the removal of soiled linen.

Employees of the contractor are subject to routine search upon entry to and departure from the Centre, and they are to work under the observation of BCHC security.

Clean linen and blankets may be left in bulk supply with the security of the Centre.

Used linen will be removed from the bed, and placed in bags for this purpose, by the departing detainee if this can be arranged. If not, the linen will be removed by the contract security guards.

Laundry service is not normally provided to BCHC detainees however will be included in the linen contract for the Centre. Detainees are expected to pay their own laundry fees wherever possible.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 17

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define leisure time activity that is approved for use at the Centre

DEFINITIONS:

None

CONTENT:

Although the admissions to BCHC are normally for a maximum of 72 hours, the situation is such that they will remain in locked rooms or common areas throughout this period. It is important that leisure activities be encouraged to help to pass the time.

Television sets will have cable connections and will be available in each pod.

Board games for children of all ages shall be available as will other children's activity aids such as colouring books and crayons.

For adults, magazines, books and decks of cards shall be available as will checkers, dominoes and other games.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 18

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the Centres response to requests for spiritual services by detainees

DEFINITIONS:

None

CONTENT:

Although persons admitted to BCHC are intended to be present for only a short period of time, the potential stress in their lives may well cause them to desire contact with a cleric of their faith. It is a difficult challenge to provide such services in a short time frame, however, it is expected that every effort will be expended to do so.

A primary contact shall be the Airport Chaplain's office, at 604-303-3010. The Chaplain's office can provide direction as to further contacts that could be helpful.

The issue of searching will arise. It is important that security demonstrate respect for clerics of all faiths, and particularly those of minority faiths. These will be subject only to a wand search, except where directed by the Director, Enforcement or Delegate, Canada Border Services Agency.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 19

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the suicide prevention program at the BCHC

DEFINITIONS:

CONTENT:

The first part of the suicide prevention program is training for all security working in the facility. This training shall be a pre-requisite to assignment by the contracted security agency to BCHC and involves the reading of identified materials. The observation sensitivities taught to security will do much to identify potential suicidal tendencies. The interpersonal communication techniques will assist the person in the short term, until mental health professional help is available, and can provide further follow-up assistance thereafter.

The second part of the suicide prevention program is a routine of short cycle observation standards for those in danger. The standard for the BCHC shall be 15 minute watch (means confirmed alive and breathing every 15 minutes), combined with CCTV observation. It is mandatory that any person requiring this level of observation will be moved to the Vancouver City Gaol within an hour or two.

The third part of the suicide prevention program is the considered enlistment of assistance from other detainees who may be sharing the same room with the individual in question. Their assistance shall normally be limited to assisting with the observation of the individual. Where the individual in question is a family member, more involved assistance is likely to develop regardless of security desire, so it makes sense to utilize the family where this is possible. It is also possible in rare situations, that the family is actually a source of angst, and their presence increases the likelihood of a suicide attempt. Careful assessment by security of this situation will be necessary as well. If the threat appears serious, movement to another facility must occur as soon as possible.

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The fourth part of the suicide prevention program is the careful documentation of details about behavior, such that the changing of security does not result in lost awareness and knowledge. It is particularly important that this information is passed on to those who will be escorting or transporting the individual after discharge from the Centre.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 20

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the routine search plan for the Centre.

DEFINITIONS:

None

CONTENT:

The Canadian Charter of Rights and Freedoms contains very strong language concerning the right to privacy, and freedom from unreasonable search. These provisions reach into institutions responsible for holding people in custody, and certainly apply to detainees in this Centre.

There are two types of search that are considered acceptable under law. The first is the search for cause. In this case, the search is done because of a reasonable expectation that something illegal is being concealed. In this circumstance, the contract security agency Site Manager shall consult with the Director, Enforcement or Delegate, Canada Border Services Agency, to determine if sufficient cause for a search exists. Careful documentation of this process is critical to ensure that evidence acquired during/as a result of the search, is admissible in later court proceedings.

A second type of search is that which is established as a required routine, in order to maintain a standard of security and safety for both security and detainee.

An example of this type of search is a routine Centre physical space search. This search is done based on a plan, established ahead of time, and does not seek to target any individual or group of individuals. Its purpose is to add to the general level of safety in a Centre.

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In this Centre the routine search standard shall be a visual inspection each morning, and a complete search of every area of the Centre once per week. These searches shall be documented in the Daily Log.

If there are detainees residing in an area that is being searched, the detainees are to be directed to stand away from the actual search, but in a position where they are able to observe. It should be noted that detainees will have no possessions other than legal documents in their rooms.

Items that are seized are to be labeled, and stored in a secure area, accessible by only one officer. That officer is to contact the Site Manager for direction as to further action that may be required.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 21

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define the requirements to formally count the number of detainees

DEFINITIONS:

None

CONTENT:

Contract security guards shall conduct formal counts no less than three times daily. Counts shall occur between the hours of 0700 and 0800; 1500 and 1600; and 2200 and 2300.

Detainees shall be counted in their rooms. If for any reason a detainee is absent for a count (out of the Centre in custody), that fact is to be recorded.

The counting is to be done in such a manner as to ensure that the counting officer is certain that the detainee is alive and well. This will require tact and discretion to avoid disturbing sleeping detainees, however, the safety of all is the paramount consideration.

In conducting the count, it may be necessary to enter detainee rooms. It is important that this be done in a safe manner. Only one security shall enter the room for this purpose, and the security guard entering the room shall not possess the key to the door. A second security guard shall stand outside the locked door observing the security guard who has entered the room. If there is any difficulty in the room during the count, it is the duty of the security guard outside the door to signal the observing OIC in the control room for emergency assistance. UNDER NO CIRCUMSTANCES IS THE SECOND SECURITY GUARD TO ENTER THE DETAINEE ROOM.

Count results shall be recorded in the daily logbook, whether "good" or "not good".

If the count is "good", corresponding to the register, no further action is required.

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If the count is "not good", all movement is to be frozen immediately. A repeat count is to be taken. Detainees are to be compared to their pictures to ensure the correct persons are being counted. If the second count is "good", no further action is required.

If the count is still "not good" the missing persons are to be identified, Director, Enforcement or Delegate, is to be contacted immediately. Simultaneously, a review of recent transfers shall occur to determine if there has indeed been an escape or it is a failure to document properly. Should it prove to be an escape, on the direction of the Site Manager or the Director, Enforcement or Delegate, the Airport RCMP is to be notified immediately.

In addition to the formal counts of detainees it is important to ensure that each detainee is safe throughout their stay. There will be a check of each detainee every 30 minutes. During the hours they are locked in their room it is important to check the detainee without disturbing them any more than is necessary. If detainee cannot be adequately observed from outside the room a flashlight may be shone into the room in such a manner as to ensure they are breathing and not in distress but not disturb the detainee's sleep.

These 30 minute checks are to be recorded on the form developed for this purpose. See Annex 1 to Standing Order 21.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 22

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define security routines and practice principles that are to be used in the management of this Centre.

DEFINITIONS:

None

CONTENT:

Entry to the Centre shall be through a locked door, and security shall control the entrance at all times.

It is important that all security remember that the detainees who will be held at the Centre will present a varying degree of potential risk to themselves, and to others. Detailed case specific assessment of their individual situations is unlikely to be available. Thus, security needs to understand that they are dealing with the unknown. This will guide "what" they need to do.

Equally important is the need for all security to manage in a humane and compassionate manner. This need will guide "how" security is to do their work.

When detainees are in their rooms, there are at least two locked doors between them and escape.

As a principle, no more than one detainee shall be permitted into an area where there is only one locked door between them and escape. Further, that one detainee shall be handcuffed when in an area that has only one locked door between them and escape. Judgment will be required in the application of handcuffs to minors, pregnant women and the elderly, and should be based on the degree of risk the officer in charge is able to assume.

Common Rooms housing detainees shall be kept locked. Individual rooms will be kept locked at night between certain hours.

When the room doors are opened, no more one door shall be open at a time.

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When any person enters a room in which detainee(s) are present, the door behind them shall be locked, and a security guard shall observe from a vantage point outside the door. The security guard outside the door shall ensure that the OIC is aware of their presence and is in visual contact at all times. Under no circumstances is the second person to enter the room. Their function is to call for help (Airport RCMP) in the event of an emergency, and they cannot do that if they become part of the emergency.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 23

AUTHORITY:

This order is issued by Director, Enforcement, Canada Border Services Agency

PURPOSE: Identify procedures in the event of emergency

DEFINITIONS: None

CONTENT:

The primary concern of security must be safety. All Contract security guards must be familiar with the evacuation plan for the Centre, including the destination area to be used. This plan is to be posted in all rooms of the Centre for quick reference. The Site Manager shall possess certification that each security guard knows the evacuation plan for the Centre.

There is particular onus on security because their charges are behind locked doors. Where there are multiple people sharing a room, fire is a tool that can be used by those seeking escape, and in the midst of it all, are those who are completely innocent. The response of security must be such that the full range of possibilities is considered. In addition, there are those in adjoining rooms who will be subject at least to smoke inhalation, and the incredible fear of being locked in a room that might very soon be on fire.

A fire plan is to be written and published. It is to be posted on the wall in the Control room. The Site Manager shall possess certification that each security guard knows the evacuation and fire plan for the Centre.

Evacuation drills are to be conducted once monthly as directed by the Site Manager. Security shall ensure that detainees understand when a practice drill is to occur, to avoid misunderstanding and panic.

Fire suppression equipment is to be tested annually.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 24

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Identify procedures in the event of detainee on detainee assault.

DEFINITIONS:

None

CONTENT:

If the assault occurs outside of one of the common rooms, one contract security guard must intervene while another Contract security guard calls for backup from the Airport RCMP. As all detainees are to be restrained while out of common areas (unless being initially admitted) this should not occur.

After successfully contacting the RCMP, the second security guard shall observe and note all activity on the part of detainees and the security guard who is intervening. UNDER NO CIRCUMSTANCES is the second officer to become involved in the intervention, unless there is a third officer available to retain control of the Centre.

If the assault occurs inside one of the rooms, one officer is to call the RCMP for backup support, while the other officer observes from outside the room, and verbally orders those involved to cease their action. This officer is required to document his/her observations carefully for use later.

When the RCMP arrive, security are to brief the RCMP fully on the behavior, and action taken to that point in time. The RCMP then assumes responsibility to manage the incident, and security is expected to observe and record all events. Additional emergency support such as ambulance and other medical services shall be contacted upon direction from the RCMP.

As soon as possible after contacting the RCMP, the Director, Enforcement or Delegate, Canada Border Services Agency is to be contacted and provided with as much information as possible.

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Upon resolution, it will be the responsibility of the Enforcement Site Manager, Detention Unit and the Director, Enforcement or Delegate, Canada Border Services Agency to determine what action needs to be taken to house those involved in such a manner as to ensure that there is no further assaultive behavior. This may involve the use of single rooms, or perhaps movement out of the Centre altogether.

RMCP are responsible to conduct any follow up investigation of the event. The Director, Enforcement or Delegate, Canada Border Services Agency will liaise with the RCMP in respect to the potential to lay criminal charges as a result of the assault, and will integrate that information with the wishes of the department in managing the immigration status of the detainee.

An incident report must be completed by end of shift and the Director, Enforcement or Delegate, Canada Border Services Agency shall be responsible to arrange for a critical incident debriefing for all security and detainees involved in the event. This debriefing shall be provided before security leave the Centre. This debrief will normally be conducted by the Site Manager and the Manager, Detentions. Critical Incident Support Management (CISM) is available in addition to any employee assistance program the security guard company may provide.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 25

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

To identify procedures in the event of a detainee on security assault

DEFINITIONS:

"Security" means CBSA or any person providing service under contract to the Centre

CONTENT:

No more than one detainee is permitted out of their pod at any one time. Once they are admitted to the BCHC detainees should be handcuffed if outside of their pod.

We encourage interaction with detainees. In any interactive situation, security guards should only be interacting with detainee while being observed by another security guard. In the event of a detainee on security assault, if the assault occurs outside of the detainee's pod, this would likely be an assault by a single person wearing handcuffs, on one of two security guards in the immediate area. Security must use their judgment to determine their ability to manage the detainee physically. Use of force law permits the use of a level of force that enables them to regain control of the situation by physically overpowering the detainee. If security is in any doubt about their ability to manage the situation, they are to immediately call the Airport RCMP for backup support.

If the assault occurs inside a pod or locked room (during a count, for example) the officer observing at the door is to remain outside the pod/room and immediately close the door and the OIC is to call for backup help from the Airport RCMP immediately. He/she is not to open the door to enter the room to help.

When the RCMP arrive, security are to brief the RCMP fully on the behavior, and action taken to that point in time. The RCMP then assumes responsibility to manage the incident, and security is expected to observe and record all events. Additional emergency support such as ambulance and other medical services shall be contacted upon direction from the RCMP.

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As soon as possible after contacting the RCMP, the Director, Enforcement or Delegate, Canada Border Services Agency is to be contacted and provided with as much information as possible.

Upon resolution, it will be the responsibility of the Manager, Detention Unit and the Director, Enforcement or Delegate, Canada Border Services Agency to determine what action needs to be taken, to house those involved, in such a manner as to ensure that there is no further assaultive behavior. This will involve the use of single rooms until the disruptive detainee(s) can be moved to the Vancouver City Gaol.

RMCP are responsible to conduct any follow up investigation of the event. The Director, Enforcement or Delegate, Canada Border Services Agency will liaise with the RCMP in respect to the potential to lay criminal charges as a result of the assault, and will integrate that information with the wishes of the department in managing the immigration status of the detainee (for example contacting CID to lay charges under IRPA).

An incident report must be completed by end of shift and the Director, Enforcement or Delegate, Canada Border Services Agency shall be responsible to arrange for a critical incident debriefing for all security and detainees involved in the event. This debrief will normally be conducted by the Site Manager and the Manager, Detentions. This debriefing shall be provided before security leave the Centre. Critical Incident Stress Management (CISM) is available in addition to any employee assistance program the security guard company may provide.

All Security Incident Reports must be completed prior to end of shift.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 26

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre

PURPOSE:

Define procedures to manage medication requirements of detainees

DEFINITIONS:

"Medication" means any substance prescribed by a doctor

CONTENT:

Residents of the Centre who require medication shall receive it as defined by their prescription, and any other medical information that may be available. Medication shall not be left in the possession of detainees admitted to the Centre.

The Controlled Drug and Substances Act require that narcotic drugs must be under the control of, and administered by health care professionals, specifically pharmacists, nurses, and doctors. Therefore, Detainees requiring access to narcotic drugs are to be transferred, along with their medication, to the Vancouver City Gaol.

Prescribed medication shall not be given to the detainee while they are in custody, unless the prescription has been issued by an identifiable source. If prescription is not in English it is the responsibility of the arresting/detaining CBSA officer to ensure that the label is interpreted and the information provided to the security guards on the Detainee Status Report and Profile (name of drug and how often to be given).

Security shall hold confirmed valid non-narcotic prescribed medication in a locked cabinet provided for this purpose. It shall be provided to detainees by security who will watch to ensure the detainee removes the medication in accordance with the prescription.

Each time a medication is given to the detainee it will be recorded on the detainee file as well as in a log book that shall be retained in the locked cabinet. Security guard giving the client medication shall ensure that only the required amount of medication is taken and it is to be consumed in their sight and the prescription returned to the security guard.

Over the counter pain relievers, may be dispensed by contract security guards, only if they are able to communicate with the detainee to confirm that the detainee is not allergic to the medication. Contract security guards shall document in the Daily Occurrence Log that they have asked this question and received a negative response before issuing any

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medication. Officers shall ensure that the medication is taken immediately. Normally this will consist of Acetaminophen, Tums or Pepto Bismol type medications.

Minors will only be give non-prescription medication on advice of a medical professional or their accompanying parent or guardian. Under no circumstances are minors to be given aspirin due to the potential for Reyes syndrome.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 27

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre.

PURPOSE:

Prescribe the mechanism to be used to resolve formal complaints or grievances by detainees

DEFINITIONS:

None

CONTENT:

There are two kinds of complaints, informal, and formal. Informal complaints are those where the nature of the complaint is minor, and resolution can be achieved quickly and easily. This type of complaint should be resolved immediately by security on duty and is recorded in the Daily Occurrence Log.

Formal complaints are more serious, involving claims of loss of property, or of improper behavior by security. These complaints require investigation and determination by a person in authority.

As a principle, no officer shall investigate a formal complaint against himself or herself. The Site Manager will investigate any complaints involving a security guard and make a written report to the Manager, Detentions Unit within 24 hours of the complaint being filed. Further, where the formal complaint is against a CBSA Officer, the Manager, Detention Unit shall investigate the complaint. Outside persons may be asked to participate in an investigation at the discretion of the Director, Enforcement or Delegate.

As a principle, the adjudicator/decision maker for a formal complaint must be someone who was (a) not involved in the subject matter of the complaint and (b) someone who is senior to those who were involved. A decision that is rendered shall be in writing with reasons, and shall be shared with the detainee and security.

A formal complaint may be made verbally or in writing. The person who receives a formal complaint shall record in the log both the nature of the complaint, and the details of how the complaint was made (verbal or in writing).

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If the formal complaint is in writing, it shall be placed on the detainee file. If it is verbal, a summary shall be written into the file on behalf of the detainee. In all cases the complaint will be recorded on the Daily Occurrence Log.

The goal shall be to resolve all complaints informally, at the lowest organizational level possible, and as quickly as possible, given that many detainees will not reside in the Centre for long. Most should be resolved within 24 hours. Should the officer receiving the complaint lack the necessary authority to resolve the complaint, the officer is to refer the complaint to the Site Manager or OIC, immediately. If the Site Manager or OIC is unable to resolve the complaint it is to be referred immediately to the Director, Enforcement or Delegate.

The referral must be timely to permit the Manager, Detention Unit, an opportunity to resolve the complaint. Should the Manager lack the authority to resolve the complaint, the Manager is to refer the complaint to the Director, Enforcement or Delegate.

The resolution of a complaint may require consultation with others.

There are three possible outcomes of a formal complaint. First, the authority may find in favor of the detainee. Second, the authority may not find in favor of the detainee. Third, the authority may find partly in favor of the detainee.

The outcome of the formal complaint, the decision of the authority, and the rationale therefore, shall be recorded in the log, and a copy shall be filed on the detainee hard copy file. The Manager, Detention Unit will regularly review the Daily Occurrence Log as well as any formal complaints resolved by the OIC or Site Manager.

Date: 31 July 2009

Signature:

Rob Johnston
Director, Enforcement
Pacific Region Enforcement Centre

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BC HOLDING CENTRE
STANDING ORDERS

NUMBER: 28

AUTHORITY:

This order is issued by the Director, Enforcement, Pacific Region Enforcement Centre.

PURPOSE:

Define the nature of the communication between contract security guards and detainees.

DEFINITIONS: None

CONTENT:

Contract security guards are expected to be professional, courteous, and humane in their demeanor and communication with detained individuals. These individuals may be under great stress, and will need a patient approach. Communication with contract security guards is important, as it can serve to calm the detainee, and in doing so, make the process as painless as possible for everyone.

However, detained individuals may not understand that contract security guards play no role in decision making under the Immigration and Refugee Protection Act. It is likely that from time to time they will ask for advice. This will put the contract security guard in a difficult position, given the mandate to be humane, and given that the contract security guard will not possess the necessary information or mandate to respond.

It is important that the contract security guard clearly explain to the detainee that the authority for decision making rests elsewhere. Even more important, the contract security guard must abstain from offering advice about what the detainee should say or do and is not to offer any information on the case. Security should inform the detainee that any questions need to be directed to the CBSA officer in charge of their case.

Should the contract security guard, in the process of communicating with the detainee, acquire information concerning the detainee's situation, that information is to be logged, and brought to the attention of the CBSA Officer managing the case in question.

Date: 31 July 2009

Signature:

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Admittance Procedures

BC Immigration Holding Centre

The following are a list of criteria and procedures for admittance to the BC Immigration Holding Centre (BCIHC), a 24-bed regional detention facility located at Vancouver International Airport and managed by the CBSA Enforcement & Intelligence Division, Inland Enforcement Section. Maximum term of detention at BCIHC is 72 hours.

NOTE: there are no visitors allowed into the IHC; government representative visits must be arranged at CBSA VIA or EID (as appropriate). Apart from detainees, the only personnel authorized to access the centre are:

- CBSA officers with uniform or identification for operational purposes, i.e. dropping off/picking up/interviewing detainees
- Inland Enforcement Section Managers
- Contractors (e.g. locksmiths, repairmen) with advance notice and authorization from Manager, Detention Operations, IES
- UNHCR with advance notice and authorization from Manager, Detention Operations, IES
- Canadian Society of the Red Cross does NOT require advance notice and authorization, but usually does arrange visits in advance.
- Counsel may access clients at the IHC; to be authorized by Manager, Detention Operations, IES
- Emergency responders as summoned by BCIHC staff, e.g. ambulance, police, fire

No tours, and no out-of-the-ordinary or unexpected visitors, are to be admitted without direct authorization from Manager, Detention Operations, IES, or Director. Where unexpected visitors show up, BCIHC supervisors are to request authorization by contacting the Manager, Detention Operations, IES.

Detainees from other Regions transiting (escorted or unescorted) through Vancouver can be admitted to the Centre. Arrangements for this must be made via email to PAC-Dist_CBSA_BCY_PREC_Departure_Verification_Requests (on email pick list).

The Supervisor (Genesis Security) at the BC Immigration Holding Centre has the right of refusal to take a detainee and will provide a full written account for the refusal to Manager, Detention Operations, IES within 8 hours, if other than availability of bed space.

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While detention of a minor should occur only in very exceptional and rare cases, should a minor **be detained**, they can be admitted to the BC Immigration Holding Centre. It is expected that detention for such an individual would be overnight only, unless there are extenuating circumstances such as a weekend. The Detainee Status Report and Profile form must clearly state the reason that the minor is required to be in detention and that the Ministry of Children and Family Development has been informed of detention. All such detentions will be reviewed by the Manager, Detention Operations, IES at the earliest opportunity.

1.1 Expectation of all arresting officers:

Arresting officers must:

1) transport your arrest to the BC Immigration Holding Centre directly;
2) transport to IES cells during working hours to turn over to Genesis;
3) contact the BC Immigration Holding Centre to arrange immediate pick-up of your arrest from a local police detachment; or
4) clearly indicate why your arrest is not BCIHC-suitable in your arrest e-mail.

1.2 The following persons will not be admitted to the BCIHC

Accompanied minors of any age where the parent/guardian is detained, unless the Ministry of Children and Family Development has refused to take the child(ren) and a written explanation is provided to BCIHC on the Detainee Status Report and Profile form as to the reason for minors detention or need to accompany parent/guardian in detention. Convenience of having Centre is not a reason for MCFD to refuse to take a non-detained minor.

Any person who (originally taken from EC 1):

- has a criminal record involving acts of violence (domestic assault excepted, as well as single, minor, and historical acts of violence – Manager, Detention Operations, IES, to be consulted if in doubt);
- is facing criminal charges in Canada involving acts of violence;
- is wanted in another country for criminal acts in which violence was involved;
- is known to have engaged in, or been a member of, a terrorist organization;
- has been diagnosed as, or is observed as potentially being, mentally unstable;
- has been <u>prescribed</u> a **narcotic** which he/she is currently taking;
- has exhibited violent/threatening behaviour towards staff or another detainee;
- has escaped previously from lawful custody or has attempted to escape;
- is going through withdrawal due to a serious drug addiction;
- attempted suicide or has gone on a hunger strike while at another facility; or
- has been diagnosed with, or is suspected of having, a contagious respiratory disease (e.g. TB). Infectious diseases that are not respiratory in nature are acceptable at BCHC, e.g. blood-borne diseases such as Hepatitis C and HIV. Where there are symptoms or open wounds that require

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medical attention, persons will not be admitted to BCIHC. Persons in possession of medication to manage their conditions and that can self-administer that medication are acceptable at BCHC.

All other clients must be lodged at BCIHC unless approved by an EID Manager or VIA Superintendent. Arrest notification emails must indicate whether acceptable to place detainee at BCIHC and reasons if not and Genesis Security at BCIHC advised of any potential problems.

1.3 Procedure and paperwork required for admittance

BCIHC security must be contacted to ensure there is space available for your detainee. While intake can happen 24/7, admitting between the hours of 0630 and midnight is preferred. You will need to let them know the sex of detainee and, if a minor, the date of birth. The phone number is [redacted] and is **not to be given** to Counsel, government representative or the public. The fax number at the Centre is [redacted]

You must indicate on the Detainee Status Report and Profile form the date and time Charter/Vienna rights given and if the detainee wants to contact counsel. You must provide detainee with phone number for Legal Services. There are phones available to the detainees for outgoing local and collect calls only between 7:00 am and 11:00 pm. Counsel and government representative may contact BCIHC to speak to detainee. The number for them to call is [redacted]. A message will be taken and given to the detainee within five minutes of call if between 6:30 a.m. and 11:30 p.m. If after 11:30 p.m. message will be give to the detainee at 6:30 a.m. No other persons are permitted to call the Centre. Counsel and Consular officials may meet with detainee either at CBSA VIA if one of their cases, or the IES office if one of theirs. In urgent circumstances arrangement can be made with CBSA VIA to allow for use of their premises for an IES case.

The following forms **must accompany each detainee** and are to be handed to the security staff:

Detainee Status Report and Profile Form;
Order for Detention (IMM 421) – with photo if available. The Centre does have the ability to photograph and fingerprint on request (i.e. new arrest from the street);
Vancouver Jail Arrest Report (in case detainee needs to be moved to Vancouver City Jail);
Receipt for Property/Effects (the BCIHC will only complete for PREC arrests coming in from the street – all other offices must provide receipts for effects).

G:\Detentions\BCHC\ Detainee Admission R

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All detainees must have been searched (frisk) prior to being transported to the BCIHC. The Rules for Detainees must be interpreted to the detainee prior to admittance whenever possible and noted on the Detainee Status Report and Profile and the Detention Pamphlet given to detainee.

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1.4 Use of Restraints

Each detainee must be handcuffed with hands behind the back or with a body belt when entering or leaving the Centre. If two detainees are daisy-chained, transporting officer must ensure that detainees are closely monitored until they have been placed into the holding cell at BCIHC. Please note when entering/leaving the Centre that fire regulations have required the placing of a fire pull station in the vestibule of BCIHC and this could easily be pulled. There are also fire panels in the same area.

1.5 Entry to the Immigration Holding Centre

Entry is via North Service Road to the Vancouver International Airport. Proceed to the loading dock by the Fairmont Hotel and call the Centre at [redacted] (internal number) to advise them of your arrival. Detainee is to be walked up the [redacted] (YVR RAIC passes are needed for this. If you have forgotten yours, call the Centre and they can retrieve you). In the hallway there is an intercom next to room [redacted] ([redacted]). Face the camera and press the intercom button and release. Once you have identified yourself (you may need to present identification) the magnetic lock will be released allowing entry into the vestibule area.

Proceed into the vestibule with the detainee(s) and ensure the outer door closes. Once door is confirmed as closed the magnetic lock into the holding cell will be released. Detainee will enter the holding area while you remain in the vestibule and, once door is secured, you can push intercom button, release and you will be admitted into the IHC. **Before entering the Centre, armed officers must secure their firearm in the secure drawers provided in the vestibule.**

For access from the terminal, proceed to [redacted].

The security staff will take the paperwork, effects etc and once you have advised of detainee's demeanor, they will enter the holding cell and remove your handcuffs and return them to you. Luggage must be tagged with person's name, Client ID number and number of pieces of luggage (i.e. 1 of 2, 2 of 2) can be left in the vestibule against the wall with the fire panel. Security personnel will collect the luggage when they admit detainee.

NOTE: If you cannot transport detainees to the Centre yourself, you **must** contact Detention Operations at [redacted] or the Manager, Detention Operations [redacted], to see if Genesis is available for pick-up. Between 1600 and midnight calls can be made to the Centre [redacted]

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1.6 Release of Detainee – Permanent or Borrow Out

If a detainee is required for a temporary purpose, please call the Centre and fax over a release for a "borrow" and note if you require anything from the person's effects and time required. You can then return detainee to the Centre without new paperwork.

If a detainee is to be fully released into your custody, call the Centre and fax a release for "release into custody of Security Guard/Immigration Officer". The detainee and all effects/luggage will be released to you or your delegated officer. If you subsequently need to admit the detainee back into the Centre you will require new paperwork.

NOTE: detainees cannot be released directly from the Centre as we cannot leave persons to wander the halls to find their way out of the building.

Releases can be arranged 24/7 however it would be preferred to have release from 0630 hours to midnight only. Exceptions will always be made for removal purposes therefore for early morning unescorted detainees a guard will be available to confirm departure between midnight and 0800 hours.

Any questions or clarification of the above procedures should be directed to the Manager, Detention Operations, IES.

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BC Immigration Holding Centre

Daily Routine

0600h – 0700h	Lights On, Rooms Open, Morning Count
0630h – 0730h	Breakfast
0700h	Security Shift Change
1200h – 1300h	Lunch
1500h – 1600h	Afternoon Count
1700 – 1800h	Dinner
1900h	Security Shift Change
2000h	Snack
2200h – 2300h	Evening Count
2300h	Lights Out, Rooms Secure

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Standing Order Sign-Off Sheet

Guard	Date Issued Standing Orders	Certify I understand all Standing Orders and I know that they are Confidential information (signature)	Site Manager Initials

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BC HOLDING CENTRE
DAILY OCCURRENCES LOG

January 21, 2014 **Time: 16:10:22**

1

TIME	NOTES / OCCURRENCES	INT

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Canada Border Services Agency / Agence des services frontaliers du Canada

BC Immigration Holding Centre
Detainee Status Report and Profile

Responsibility Centre:	
Phone Number:	
FOSS Client ID Number:	

Family Name		Given Name	
Alias			
Date of Birth	Place of Birth	Sex	Marital Status
Height	Weight	Identifying Marks (e.g. scars, tattoos, other)	
Citizen of		Date of Arrival in Canada	
Language(s) Spoken	English Skills ☐ Poor ☐ Fair ☐ Good	FPS #	
Next of Kin/Friend in Canada and area code and phone number			
Medical History: (e.g. pregnant, recent treatment, other)			
Medical Condition: ☐ NO ☐ YES If yes explain:			
Medication Required: ☐ NO ☐ YES In Possession: ☐ NO ☐ YES (give details of type and dosage) (Must be in possession of required medication – if medication is a narcotic cannot be admitted to BCHC)			

RISK ASSESSMENT: Must ask re convictions/infectious/drug or alcohol dep.

- ☐ Criminal Convictions (specify) _____
- ☐ Violent Behaviour/Suicidal Tendencies
- ☐ Infectious
- ☐ Escape Risk
- ☐ Protective Custody Required
- ☐ Weapon/Drug Concealed
- ☐ Juvenile Accompanied – Name of Parent/Guardian:_____
- ☐ Juvenile Unaccompanied
- ☐ Unpredictable Behaviour
- ☐ Drug or Alcohol abuse/dependency
- ☐ other _____

Other than juvenile, if any above are checked off, reassess admissibility to BCHC.

Reason Ministry of Children and Family Development did not accept responsibility for juvenile:

Charter/Vienna Given YES ☐ NO ☐ Time: _____ Date: _____ Wants to contact government representative YES ☐ NO ☐ Wants to call counsel? YES ☐ NO ☐ Advised Legal Services Phone Number: YES ☐ NO ☐			
Effects: ☐ YES ☐ NO # pieces of luggage:	Location of Effects (with client or where kept):		
Moneys/Currencies taken from client:		Location of Moneys/Currencies	
Officer Name (please print)	Officer Signature:		Date:

Canada

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DETAINEE ADMISSION REPORT
BC IMMIGRATION HOLDING CENTRE

Detainee File #: _____ **FOSS ID #:** _____

PERSONAL PARTICULARS: **Cell/Bed #:** _____

SURNAME: _____ **Sex: M F** **Eye Colour:** _____
GIVEN: _____ **Height:** _____ **Hair Colour:** _____
DOB: **DD** _____ **MM** _____ **YY** _____ **Weight:** _____ **Build:** _____
CLPR: _____ **Complexion: Circle one (Dark / Fair / Tanned)**
Languages: _____ **Distinguishing Marks:** _____

On Admission: **(Circle either Yes or No)**

Luggage: Yes / No **Cash: Yes / No** **Valuables: Yes / No**

ITEM DESCRIPTION	LOCATION

CASH

QUANTITY/ DENOMINATION	CURRENCY	QUANTITY/ DENOMINATION	CURRENCY	QUANTITY/ DENOMINATION	CURRENCY
X 1.00		**X 1.00**		**X 1.00**	
X 2.00		**X 2.00**		**X 2.00**	
X 5.00		**X 5.00**		**X 5.00**	
X 10.00		**X 10.00**		**X 10.00**	
X 20.00		**X 20.00**		**X 20.00**	
X 50.00		**X 50.00**		**X 50.00**	
X 100.00		**X 100.00**		**X 100.00**	
X 1,000.00		**X 1,000.00**		**X 1,000.00**	
X 5,000.00		**X 5,000.00**		**X 5,000.00**	
X		**X**		**X**	
Coins		**Coins**		**Coins**	

I acknowledge the accuracy of the above listed items; I acknowledge receipt of the "RULES OF CONDUCT: and I ACCEPT FULL RESPONSIBILITY FOR THE ITEMS RETAINED IN MY POSSESSION:

(1) _____ #: _____ Time: _____

_____ (2) _____ #: _____ Date: _____
Detainee's Signature **Security Guard/CBSA Officer Signature**

ON ADMMISSION ---- COPY AND ISSUE COPY TO THE DETAINEE.
I acknowledge receipt of the listed properties and cash:

(1) _____ #: _____ Time: _____

_____ (2) _____ #: _____ Date: _____
Detainee's Signature **Security Guard/CBSA Officer Signature**

ADMITTED:
Time: _____ **hrs**
Date: _____
By: _____
Reason:
_____

RELEASED:
Time: _____ **hrs**
Date: _____
By: _____
Reason:
_____

ATTACHMENTS:

	Order for Detention
	Notice of Release
	Cash Transaction
	Medications Log

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BCIHC VISITOR LOG

Page ____ of ____

Date: _____

Day: _____

Company	Print Name:	Signature	Time In	Time Out	Supervisor Signature
REASON:					
REASON:					
REASON:					
REASON:					
REASON:					
REASON:					

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DATE:

BCIHC ROOM CHECKS LOG

Room checks must be performed at irregular intervals approx. every half hour

PAGE: ______ **OF** ______

BED	DETAINEE NAME		S/O INT. / TIME

NOTES / COMMENTS:

CODES: (R) = Relased, (VIA) = Vancouver International Airport CBSA
(PREC) or (VEO) = Pacific Region Enforcement Centre
(H) = HOSPITAL or DENTAL ** Please use RED ink for codes**

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BC IMMIGRATION HOLDING CENTRE – DETAINEE REGISTER

Date:

LOG #	PARTICULARS OF DETAINEE					DETAINED		DETAINED	RELEASED		MEALS			FOSS #	M/F	JU/JA	REMARKS
	SURNAME	Given 1	Given 2	DOB	CLPR	Date	Time	BY	Date	Time	B	L	D				

0 **In custody at 0700 hrs**

0 **Adult Males** 0 **Juvenile Males**

0 **Adult Females** 0 **Juvenile Females**

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
1.	**Immigration Staff**				
	Manager *OR* Supervisor Detention Centre	Initiate and ensure implementation of National Standards in post orders/procedures. Established statement of duties. Responsible for the operation of the detention centre. Reviews the various reports (i.e., incidents, complaints, volumes, etc.) from the detention centre and makes appropriate recommendations when required. Resolves non-compliance of standards. Visits the detention centre.	Ensures that post orders are updated and revised when required. Ensures that the Centre is operating in compliance with the standards by: - visiting the Centre, and - review and action the various reports as required.	Manager, D.C. Manager, DC	As required Weekly As required
	Enforcement Officer Detention Centre	Established statement of duties. Staffed at the Centre a minimum of 8 hours, 5 days per week, and a staff member available on call during non staffed hours based on regional requirements, or Centres with less than 24 detainees, no Immigration staff on duty but the Supervisor and/or other officers on call. Responsible for the day to day operation of the Centre. Ensures compliance of the various contracts (i.e., security, cleaning, food, medical, etc.). Ensures that service standards are met. Handles complaints at the first level. Reviews various reports (i.e., time sheets, volumes, incidents, complaints, etc.).	Ensures that the centre is operating within standards by reviewing the various reports prepared by the security staff. Monitors the day to day operations of the centre to ensure compliance with the standards by ensuring procedures are followed and addressing non-compliance issues.	Enforcement Detention Officer Enforcement Detention Officer	On going On going
2.	**Security Staff**				
	Contract Specifications	Statement of duties. Minimum education and experience requirements. Training requirements. Security Requirements (Enhance reliability or provincial certification). Ratio of guards to detainees (min. 1:5) Ratio of supervisors to guards (min. 1:20) Staffed 24 hours/7 days per week. Uniform specifications. Contractor performance standards. Dispute resolution clause as per contract specifications. Deduction for negligence or noted deficiencies. Suspension/rejection criteria for staff. Insurance requirements.	Monitors and reviews the activities of the contract staff to ensure that the deliverables specified in the contract are being met and reports findings to management. Reviews the performance.	Enforcement Detention Officer Manager, DC Contractor	On going Annually
	Guard	Canadian citizen or permanent resident. Licensed in accordance with provincial regulations. Obtained certificate of good health from a licensed physician. Secondary school education or equivalent. Successfully completed training in standard First aid and/or CPR, use of restraint equipment, tactical certification requirements, dealing with disruptive behavior. Receives additional training on issues, such as, cultural awareness, harassment, and relevant information to the position on the *Immigration and Refugee Protection Act*. Projects an image of professionalism. ID badge worn and visible at all times. Reports for shift briefing 15 minutes prior to scheduled shift.	Performs the duties efficiently by following all relevant procedures and meeting all requirements of the position. Recommends procedural changes to enhance the operation of the centre. Reports all incidents, which may hinder the efficient and safe operation of the Centre to the Guard Supervisor who in turn informs the Enforcement Detention Officer. Ensures that all guards have read all relevant procedures by having them initial all material.	Guard Supervisor Guard Staff Guard Supervisor	On going As required As required

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#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
		Suicide prevention awareness.			
	Guard and Driver	Same qualifications as 'Guard', plus possess valid provincial driver's license.	*Same activities as 'Guard' above.*		
	Guard Supervisor	Same qualifications as 'Guard and Driver', plus supervisory experience, and trained in report writing.	Verifies that all security staff meet the mandatory requirements of the position. Verifies that security staff have successfully completed the prescribed training within 6 months of employment.	Enforcement Detention Officer Guard Supervisor	As required Semi annually
3.	**Admission & Release**				
	Admissions	A written policy will govern the admission and orientation of new detainees. Procedures detailed within 'Post-Orders' should include: level of care and supervision of detainees, legal documentation of detention, body search, search of his/her possessions, general inventory of personal possessions (complete Property Receipt form and, include estimated value), assignment of a safety deposit box, health assessment forms, summary of hospital discharge, reports of medical or dental consultations or examinations, special treatment requirements, disposition and administration of medication, photographing and fingerprinting, including notation of identifying marks or unusual characteristics, interview for obtaining identifying data, special dietary requirements (medical or religious reasons), orientation, assignment to a room, etc. Have pictures taken at admission and when changes to physical appearance are noted. Inform Detention, NHQ, of all amendments.	Recommends procedural changes to the Guard Supervisor so that the operation continues to meet established standards. The supervisor in turn, informs the Enforcement Officer. Reviews the recommendations and implements the changes, where applicable. Reviews the procedures to ensure that they continue to meet the standards. Forwards a copy of the policy/procedures to Detention, NHQ, when revisions have been made.	Enforcement Detention Officer Enforcement Detention Officer Manager, DC Manager, DC	On going As required Annually As required
	Orientation	Detainee will receive oral and written information orienting them to the facility and explaining the rules to be followed during stay. Detainee will be requested to sign and date an admission form upon completion of orientation and reception. Produce and distribute a pamphlet, which describes the operation of the facility (such as meal and visiting hours), reasons for detention, detainee's rights (including detention reviews), emergency & safety procedures, rules and disciplinary action. Must be available in English and French and in other key languages when possible. If the detainee is illiterate, then the information will be relayed orally. If the information is not available in a language that the detainee can comprehend, the information will be relayed orally, if necessary, via an interpreter, whenever possible. Revisions to the pamphlet to be made in consultation with Detention, NHQ, to ensure compliance with the national standards.	Verifies that detainees have received and understood the orientation process through random reviews. Recommends revisions to the orientation procedures. Approves and implements revisions to the procedures. Provide Detention-NHQ, with current procedures and any amendments thereto. Reviews the procedures and pamphlet.	Enforcement Detention Officer Guard Staff Manager, DC Manager, DC	On going On going As required As required
	Release (Release, Transfer or Remove)	Written policy will govern the release of all detainees and will include, but not be limited to the following: -verification of identity, verification of release papers; completion of release arrangements, including the person or agency to whom the detainee is to be released; return of personal effects (detainee to sign release form); and verification that no facility	Recommends revisions to the Enforcement Detention Officer. Approves and implements the revisions. Reviews the procedures. Provides a copy of amendments of new procedures to	Guard Staff Enforcement Detention Officer Manager, DC Regional Manager,	On going On going On going

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
		property leaves the facility with the detainee. Photo taken at release if change in appearance is identified. Informs Detention, NHQ, of any amendments.	Detention, NHQ for consultation.	Detention Manager, DC	As required
	Disposal of unclaimed personal effects	Established procedures for the disposal of unclaimed personal property. Reiterate procedures to detainee at time of release. Dispose of unclaimed effects after 3 months of detainee's release, unless suitable arrangements are made.	Verifies that the procedures related to the disposal of unclaimed property have been followed by on site inspections.	Enforcement Detention Officer	Quarterly
4.	**Food Services**				
	Meals	Drinking water shall be available to every detainee whenever required. Provide 1 choice for breakfast, lunch and dinner based on Canada's Food Guide. Provide at least 3 meals, of which 1 is a hot meal, at regular meal times during each 24-hour period with no more than 14 hours between the evening meal and breakfast. Provide special diets for medical, dental or religious reasons. Meals will take place at pre-set times. Well balanced meals with a variety over each 30 day period. Menu planning should be guided by, but not limited to, the following: minimal serving of pork; beef and other red meats should only be included when a majority of detainees are able or willing to eat it; the use of chicken and fish should be maximized; -dishes made from grains and from legumes should be included in the menu; good quality fresh fruit and unsweetened fruit juices should be provided every day; and the use of fast foods (i.e., hamburgers, French fries, etc.) and soft drinks should be rare. Provision will be made for storage of at least one full meal for use during emergencies (i.e., severe blizzard, etc.) Adherence to relevant health codes. Inform Detention, NHQ, on the food services agreements and any amendments.	Verifies the dietary allowance complies with nationally recommended food allowances with the assistance of a registered dietitian. Monitors the quantity and quality of the food being served by on-site inspections. Reviews the menus to ensure that a nutritionally adequate diet is being served. Reviews all planned menus, including special diets, at least 48 hours in advance. Inspects all food service areas, including dining and food preparation areas and equipment, sanitary, temperature-controlled storage facilities for all foods. Provides a copy of the contract to Detention, NHQ.	Enforcement Detention Officer Enforcement Detention Officer Enforcement Detention Officer Enforcement Detention Officer Contractor Manager, DC	Semi-Annual Weekly Monthly Weekly As required
	Snacks	Provides a snack between dinner and bedtime. Access to vending machines provided where available.	Verifies that supplies are available. Verifies that vending machines are operational.	Enforcement Detention Officer	Ongoing
5.	**Health Care**				
	Requirements	Established agreement (formal) which should include the services to be provided with the associated costs. Security requirements (enhanced reliability or provincial cert.) Statement of duties for both physician and nurse. Medical staff on site, should be as follows: --less than 25 detainees, no physician or nurse required on site (informal arrangements with local medical facilities should be established); --between 25-50 detainees, physician on site 2 days per week/3 hours per day and nurse on site 3 days per week/4 hours per day; --between 51-100 detainees, physician on site 2 days/4 hours per day, and nurse on site every day for 3 hours.	Monitors the deliverables established in the agreement and recommends changes to the Manager, Interim Federal Health (IFH) Program, where necessary. Reviews the deliverables against the contract.	Enforcement Detention Officer Manager, DC Manager, IFH	On going Semi-Annual

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#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
	Physician	Available on site as prescribed in the contract. Can be reached when not on site. Prescribes medication and refers for further treatment. Advise Enforcement Detention Officer of any potential medical or security issues.	Monitors the health services through: - discussions with medical staff and Enforcement Officer. - on-site visits.	Manager, IFH	On going
	Nurse	Available on site as prescribed in the contract. Review all new detainee's medical information. Refers to physician, dispenses medication and refers for further treatment. Advise Enforcement Detention Officer of any potential medical or security issues.	Monitors the health services through regular meetings with the nurse.	Enforcement Detention Officer Manager, DC	On going
	Supplies/equipment	Necessary equipment and medical office onsite. Supplies at key areas to assist in emergency (i.e. mouth guard for mouth-to-mouth resuscitation, latex gloves, etc.)	Verifies that all the necessary supplies are available and that the equipment is operational through inventory checks.	Guard Staff Nurse	Weekly
	Medication dispense	Established medicine-dispensing instructions. All medicines will be kept in a locked cabinet at the facility. Log all prescription medication dispensed.	Reviews the log and reports all discrepancies to the Manager, DC for investigation.	Nurse	On going
	Medical Services	Detainee will be provided medical treatment, as per Interim Federal Health Program. Designated personal area for persons who need to be separated due to contagious disease (e.g., TB, chickenpox, measles, etc.) The services of a dental officer and other medical specialists would be made available, when required. Informal arrangements with local hospital(s) to deal with emergency admittance. A minimum of one security guard will accompany the detainee to the hospital and remain there at the discretion of the Manager, DC.	Monitors the day-to-day health services provided to the detainees by reviewing the reports.	Manager, DC	On going
6.	**Safety & Control**				
	Keys	Written procedures to include the acquisition, identification, issue & control, prompt access to & good working order of emergency keys, actions to be taken in the event of the loss of keys.	Verifies that all keys are accounted for against the key register logbook. Reviews the established procedures as per NHQ security policies.	Guard Supervisor Regional Manager, Detention/Regional Security Manager	On going Annually
	Surveillance equipment	Located in designated areas (i.e., exits, day room, dining area, recreational areas). A minimum of 7 days recording cycle, if applicable. All devices are operational with full maintenance contracts. Staff are trained to operate the equipment. The location of surveillance equipment complies with the *Privacy Act* and adequate signage is posted prominently.	Ensures that the equipment is operational by: - reviewing the recorded tapes, - providing for regular maintenance checks.	Guard Staff Enforcement Detention Officer	Bi-weekly As required
	Management of Emergencies	Established contingency plans to deal with all types of internal and external emergencies which include post-emergency operational requirements (i.e., escape attempts, bomb threats, hostage taking, fire, power failures, etc.) A written policy and procedure will specify the means for the prompt release of detainees from locked areas in case of emergency. A written policy and procedure will specify the security arrangements for detainees during an evacuation. All facility	Performs simulations of various emergency situations. Reviews contingency plans with the appropriate officials. Forwards a copy of the policy and procedures to Detention,	Manager, DC Manager, DC Detention, NHQ Manager, DC	Quarterly Annually As required

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
		personnel will be trained in the implementation of emergency plans and procedures. Inform Detention, NHQ, of amendments to policies and procedures.	NHQ.		
	Fire Safety	The facility will meet all applicable fire safety codes and regulations. The facility will have emergency exits, which are distinctly and permanently marked, visible at all times, kept clear and maintained in usable condition.	Tests emergency equipment.	Enforcement Detention Officer	Monthly
		The local fire inspector will certify that travel distances to exits comply with accepted codes or standards. The facility will have the equipment necessary to maintain essential lights, power and communications in an emergency.	Arranges for a qualified fire and safety officer to inspect the facility to ensure compliance with safety and fire prevention standards.	Enforcement Detention Officer	Quarterly
		The facility will have a written evacuation plan for use in the event of a fire or other emergency.	Conducts staff fire drills and mock evacuations. Reviews the plan with local fire inspector.	Enforcement Detention Officer	Semi annually
		The plan will include: location of building/room plans; use of exit signs and directional arrows for traffic flow; location of publicly posted plan; at least quarterly drills in all facility locations; and staff drills. Reports of periodic inspections will be available.	Inspect fire extinguishers and order recharge when required. Maintain an inspection log. Extinguishers should all have secure tags (plastic) to ensure that device is not tampered with.	Enforcement Detention Officer	Monthly
		Written policy and procedure specifying the facility's fire prevention regulations and practices for ensuring the safety of staff, detainees and visitors, which will include: -provision for an adequate fire protection service; -a system of fire inspection and testing of equipment by a local fire official at least quarterly; -availability of fire hoses or extinguishers at appropriate locations throughout the facility; and training and simulations.	Security guards should verify the status of the tag and extinguisher as part of their post checklist.	Enforcement Detention Officer	Weekly
	Body searches	Established procedures to perform all searches. A non-intrusive search will be conducted to all visitors. This search is usually not required for visiting children of detainees unless there is just cause.	Verifies that all persons are searched as described in the standard through on site checks.	Guard Supervisor	On going
		A frisk search will be conducted on all detainees upon entering/returning to the Centre and after visitation (except in non-contact situations). All searches will be conducted by a staff person of the same gender.	Ensures that procedures are performed by investigating all related incident or complaint reports.	Enforcement Detention Officer	As required
		All non-intrusive and frisk searches will be conducted in the presence of a witness (not necessarily same gender). Any *strip search* must be conducted and witnessed by members of the same gender. Just cause and the authorization from the Manager, DC, are required to perform a strip search. A *body cavity* search will not be conducted or arranged by Immigration. If a situation occurs which may warrant such a search, the matter will be transferred to the police upon approval of Manager, DC.	Ensure that all searches are duly recorded in Search logbook.	Enforcement Detention Officer	As required

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
	Patrols	Daily written record of the personnel on duty, detainee population count, admissions and releases of detainees, shift activity, entry and exit of physicians, attorneys and other visitors, and unusual occurrences. Conduct a minimum of four (4) head counts every 24 hours (not during movement of detainees). Internal rounds to be conducted at least once every 45 minutes. Room checks at night should include the verification that the detainee is in bed and breathing. Every effort shall be made to not unduly disturb detainees. Unannounced and irregularly timed searches of detainees and detainees' quarters to control contraband. Guards of opposite sex should not enter living quarters alone (except emergency purpose). External rounds conducted at least twice during the day shifts and four times during the night shift.	Verifies that the patrols are carried out as defined in the standards by reviewing the logs. Must be able to ensure that detainee is alive and breathing. All searches to be recorded in a search log with detailed information indicating date, time and location of search as well as the names of officers responsible for the activity and items seized.	Guard Supervisor Guard Staff Manager, DC Guard Supervisor	On going Daily Monthly Daily
	Room searches	Established procedures to perform room searches including confiscation of personal items. All personal items will be replaced in its original position. When a personal item is removed due to health or safety reasons, the detainee will be informed of the matter as well as the action taken with the item. Twice weekly, random searches will be conducted within various rooms within the facility.	Verifies that room searches are conducted and properly logged as defined in the procedures by on site audits. Investigates complaints received by detainees on non-compliance of procedures.	Guard Supervisor Enforcement Detention Officer	On going As required
	Transportation	Established procedures on the transportation of detainees. Detainees shall have nothing on their person other than the clothes they are wearing (includes eyeglasses). Detainees are to be handcuffed prior to being placed in vehicle (exceptions may be made for minors, elderly persons, persons with disabilities, and pregnant women). Other restraining equipment may be used when deemed necessary by the supervisor.	Verifies that transportation of detainees complies with the standards. Reviews the procedures to ensure that they continue to comply with current operations.	Guard Supervisor Enforcement Detention Officer Manager, DC	On going Quarterly
7.	**Administrative**				
	Post Orders	Established procedural directives for the Immigration Detention Centre's operations and programs available in both official languages. Provides measures of clarity and consistency in the range of standard of services delivered with the Centre. Update orders, when applicable. Reviewed by all staff, which includes a sign off to verify that all staff have read the document and subsequent revisions. Inform Detention, NHQ, on its post orders.	Circulates revised orders with sign off by staff. Reviews the post orders to ensure compliance with the standards. Forwards a copy to Detention, NHQ.	Guard Supervisor Enforcement Detention Officer Enforcement Detention Officer Manager, DC	As required Annually As required
	ID Cards	All security staff will be issued an identification card for identification purposes. Identification cards must be worn and visible at all times.	Verifies that all staff comply with the requirement during the day-to-day operations.	Guard Supervisor Enforcement Detention Officer	On going

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
	Interpreters	Called upon to assist staff who are unable to communicate with the detainee on the operation of the Centre, especially at orientation. List (name, phone number and language) of available interpreters. Update list, when applicable.	Reviews the list to ensure it is current.	Enforcement Detention Officer	Semi-annually
	Smoking	Identified designated smoking areas with proper ventilation systems installed. If a Centre is subsequently designated a non-smoking environment, management must develop an implementation plan which will include: a phased-in approach, assistance program, and communication to detainees.	Verifies that the smoking policy is adhered to. Inspects the designated smoking areas to ensure compliance with the standards and thereby maximize the health and safety of the Centre.	Guard Staff Manager, DC H&S Officer	On going On going
	Personal Hygiene	Provide detainees with basic hygiene supplies (i.e., soap, deodorant, toothbrush, toothpaste, comb, feminine hygiene products, face cloth and towel). Provides the opportunity for detainees to shower on a daily basis at a temperature suitable to the climate. Hair stylist/barber should be made available based on demand or detainee provided with equipment to maintain their hair. Disposable razors are available daily (distributed and recovered by guards) for those who wish to shave. Facilities with a capacity of more than 24 detainees shall provide detainees with access to a washer/dryer with free laundry soap to ensure that their clothes are clean and fit to use. Beds will be changed once a week or more frequently, if required, which includes two sheets, pillowcase, and sufficient blankets to provide comfort under existing temperature conditions.	Verifies that detainees' requirements to maintain personal hygiene are met. Verifies that procedures relating to the distribution of razors are adhered to by conducting on site checks.	Guard Supervisor Enforcement Detention Officer Enforcement Detention Officer	On going On going
	Facility Cleanliness	Written policy and procedures to ensure that all levels of health and sanitation codes and regulations comply with all applicable laws and regulations. Written house keeping plan for all areas of the physical plant will be prepared assigning specific duties and responsibilities to staff. Cleaning contract must specify that cleaning be done during the day. Floors will be washed at least once every two days and waxed at least once every three weeks. Carpeting, where used, will be vacuumed at least once every two days. Worn or damaged areas of the floor surface will be repaired promptly. Damaged walls will be repaired and repainted promptly. All ceilings will be kept in good repair and, if a paintable surface, repainted at least once every two years. All repairs to fabric of the facility and its furnishings must be made promptly. All rooms will be cleaned daily when detainee is not in room. The issue of all linen and towels will be recorded to provide accountability for their use.	Reports any area, which does not meet the standards. Conducts frequent inspections of respective area of responsibility. Coordinates the inspection by the appropriate health officials.	Guard Staff Guard Supervisor Enforcement Detention Officer	Daily On going On going
	Outdoor Recreation	A minimum of one hour of suitable exercise in the open air on a daily basis, weather permitting, shall be made available to all detainees at facilities with a capacity of more than 24 detainees.	Verifies that the procedures are adhered to by on site checks.	Enforcement Detention Officer	On going
	Printed materials	Detainees should have access to a variety of educational, cultural and informational documents (i.e., periodicals; daily newspapers; books; information on relevant legal and	Verifies that the holdings are current by on site inspections.	Guard Staff Enforcement	Weekly Monthly

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

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		regulatory documents, such as the *Immigration and Refugee Protection Act* and Regulations, *Canadian Charter of Rights and Freedoms*, *Access to Information Act*, *Privacy Act*, subject to reasonable conditions, and/or detainees be permitted to obtain such materials. NGOs may provide materials to be included in the collection. Printed material should be made available in other languages whenever possible.		Detention Officer	
	Religion	Access to a qualified religious representative upon request. Provide space to hold a religious service if sufficient number of detainees.	Verifies that the religious requirements are adhered to within operational requirements.	Enforcement Detention Officer	On going
	Written correspondence (detainee)	There should be no limitation on the volume of lawful mail received or sent by a detainee. All mail sent by detainee should remained unsealed until inspected by officer. Incoming and outgoing mail will not be held for more than 24 hours, excluding weekends and holidays. Packages both incoming and outgoing should be opened and inspected. All contrabands will be confiscated. Mail containing cash, cheques, and money orders will be intercepted and a receipt given to the detainee. Sending sealed mail may be permitted to a specified class of persons and organizations but not limited to courts, counsel, government officials (may only be inspected in the presence of the detainee). Detainees will be notified in writing when incoming or outgoing mail is rejected.	Verifies that the procedures are adhered to by on site checks. Develop and establish a contraband control log and review log on a regular basis	Enforcement Detention Officer Manager, DC Enforcement Detention Officer	On going. Monthly As required
	Telephones	Free local telephone calls, including legal counsel and consulate officials (between 8 a.m. and 10 p.m., except during meal times and count times). After hours calls approved at the discretion of the Director. Access to local phone directory and list of NGOs. Ability to make collect long distance calls. (times may be specified) Special time arrangements can be made to accommodate overseas calls. All incoming calls arrive at receptionist -- messages from counsel and embassy/ consulate representatives will be relayed within half hour, and all other messages within 2 hours.	Verifies that the procedures are being adhered to by investigating relevant complaints.	Enforcement Detention Officer	As required
	Visitors (except counsel & Embassy/Consulate Officials & Enforcement Agents)	Contact visits should be allowed where possible within a facility. Established policy and procedures regarding visitation, including visiting hours, and acceptable identification of visitor. Visiting hours should be established beyond weekdays. Maximum of 2 visitors at one time with a maximum of 4 visitors per day (use discretion). Enforcement Detention Officer can authorize the refusal or suspension of any visit by any visitor where it is believed that the security of the operational unit or the safety of the individuals would be jeopardized by the visit.	Verifies that the procedures are being adhered to by conducting on site checks. Notice should be provided in writing.	Enforcement Detention Officer Enforcement Detention Officer	On going On going
	Counsel/Consultants UNHCR	Visitation will occur during normal visiting hours at a suitable location. After hour visits will be at the discretion of the Director and will be assessed on a case by case basis. Visitation may take place in a designated private area. Only one designated	Verifies that the procedures are being adhered to by conducting on site checks.	Enforcement Detention Officer Guard Staff	On going

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National Standards & Monitoring Plan for the Regulation and Operation of CBSA Detention Centres (DC)

#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
		counsel at any one time. Detainees should be allowed direct contact with legal counsel when possible. UNHCR to have access to asylum seekers and refugees.			
	Embassy/Consulate Officials & Enforcement Agents	Same privileges as counsel except that asylum seekers/ refugees must request and consent to access being granted.	Verifies that the procedures are being adhered to by conducting on site checks.	Enforcement Detention Officer	On going
	Non-government officials, including interpreters.	Same privileges as 'visitors'.	Verifies that the procedures are being adhered to by conducting on site checks.	Enforcement Detention Officer	On going
8.	**Special Measures**				
	Unaccompanied and Accompanied Minors	The "best interests of the child" must be considered and the detention of minors shall only be as a last resort. Generally, unaccompanied minors should not be detained but released into the care of provincial child welfare agencies. If under the age of 18, they should not be kept with detained adults. Access to education for school age children and recreational activities when detained over 7 days. Inform and consult with provincial childcare services at time of admission. Compile data on the number of detained unaccompanied and accompanied minors with their detention period. Allow detained minors to share room with adult when accompanied once relationship has been established.	Verifies that the procedures are adhered to when an unaccompanied minor has been admitted. Monitor closely, with respect to: health and psychiatric care (latter to identify and treat victims of torture); appropriate nutrition; safe physical environment; and provide prompt access to legal counsel, as prescribed under the Act. Provides statistical data on detained minors to Detention, NHQ.	Enforcement Detention Officer Manager, DC	On going Monthly
	Use of Restraints	Established procedures on the use of restraining equipment. Staff properly trained on the use of the restraint equipment.	Verifies that the procedures are adhered to. Reviews the procedures.	Enforcement Detention Officer Manager, DC	On going Semi-Annual
	Complaints	Established procedures on handling detainee's complaints internally. Easy access to make a complaint. Complaints are handled with confidentiality and discretely. Procedures are documented and detainees explicitly informed on process. Complaints should be dealt with in a timely manner. Enforcement Detention Officer will acknowledge receipt of formal complaint within 24 hours. All complaints, investigations, and resolutions will be well documented in a complaint log. Detainee will be informed of response for their complaint and what options are available if not satisfied. Regions established three levels of review. MOU with an external agency (Red Cross) to monitor the care and treatment of detainees in CBSA facilities. Examine the feasibility of establishing an external complaint process as well as advisory committees similar to the Citizen Advisory Committees in use at the Correctional Service of Canada.	Reports on the number of complaints received, in progress and resolved to be maintained and reviewed. Reviews the procedures on complaints. Documentation verified. Review reports and recommendations.	Manager, DC Regional Manager, Detention Enforcement Detention Officer Manager, DC Manager DC Detention – NHQ	Monthly Annually Monthly As required On going
	Incidents	Established procedures to handle all incidents. (i.e., escape, assault, non-compliance to rules, safety violations, hunger strikes etc.) The incident report should be detailed so	Reviews the incident reports and ensures that adequate steps were taken to avoid reoccurrence.	Manager, DC	On going

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		that third party could ascertain all relevant facts upon review. All incident reports should include recommended action to avoid reoccurrence. Inform Detention-NHQ, of all major incidents as soon as practical.	A preliminary written report will be submitted prior to the completion of scheduled shift. Forwards a copy of the incident report along with subsequent actions to Detention, NHQ.	Enforcement Detention Officer Manager, DC	As required As required
	Investigations	Investigations of all major incidents must be carried out in a timely, fair and equitable manner. Primary function of investigations shall be to establish the facts with respect to an incident through in-depth examination of the relevant circumstances surrounding the incident (all parties should be given due consideration). The investigation should also provide recommendations as soon as possible after an incident has occurred, a preliminary investigation shall be conducted to provide a summary overview of the incident and identify issues which, while not fully known or understood may be of concern and require immediate corrective action. All witness statements or security information shall be properly recorded. The review of the preliminary report will determine whether a detailed examination is required. The examination by police of matters of a criminal nature will not exempt CBSA from the need to conduct its own investigations. Inform Detention, NHQ, and the Regional Manager, Detention of all investigations.	Reviews preliminary report to ensure that it is complete and determine whether a detailed examination is required. Determines the participant(s) who will conduct a detailed investigation. Forwards the preliminary report and all subsequent revisions and other reports (i.e., coroner's report) to Detention-NHQ.	Manager, DC Detention, NHQ Regional Manager, Detention Manager, DC	As required As required As required
	Discipline of detainee	Detainee is to be advised orally and in writing during admission that failure to respect the rules and regulations will lead to disciplinary action. If staff witness unacceptable behaviour, reasonable steps shall be taken to resolve the matter (i.e., such as counseling, temporary confinement, or transfer to a jail). All discipline measures must be reported in writing. The provision or withholding of food will not be used as a disciplinary measure.	Reviews all written reports submitted by security staff to ensure that they are complete. Determines the appropriate disciplinary action after reviewing the report and thoroughly investigating the incident. Ensures that the appropriate disciplinary action had been carried out by reviewing the reports. Reviews the procedures on disciplinary action to ensure that they remain current.	Enforcement Detention Officer Manager, DC Manager, DC Manager, DC	On going As required As required Annually

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#	SUBJECT	STANDARD DESCRIPTION	MONITORING ACTIVITY	RESPONSIBLE	TIME FRAME
	Administrative Segregation	Detainee placed in segregation shall be treated fairly (purpose is to restrict freedom). Detainee will be provided with the opportunity to obtain counsel. Detainee should not be placed in segregation beyond 12 hours unless the cell meets the physical and safety requirements. Medical officer will visit detainee daily while in segregation. Person should be monitored at a minimum of 15 minute intervals. Officer in charge of the segregation area shall be responsible for the maintenance of each detainee's "segregation log". A register shall be kept for the purpose of recording the hour of commencement and the hour of termination of segregation, and the hour and date of all visits made and the name of each visitors. The Segregation Logs and Registers shall be subject to regular review and audit.	Reviews the segregation logs and registers. Monitors the segregation procedures through the review of the logs and on site inspections. Reviews the segregation procedures to ensure that they remain current.	Enforcement Detention Officer Manager, DC Detention, NHQ Regional Manager, Detention	Daily As required Semi-Annual
9.	**Facilities**				
	General Plant	An acceptable amount of outside or re-circulated filtered air will be provided in each room as per current Public Works Canada standards, when possible. The year round temperature of all areas will be maintained within the range 20C-25C. The year round humidity of all areas will be maintained within the 40%-70% range. All windows and doors (including frames) in areas used by detainees will be equipped with security mechanisms approved by CBSA. All areas will be equipped with safety equipment (i.e., sprinkler systems, extinguishers, smoke detectors, etc.) in accordance with the local fire department regulations and consistent with its use as a detention facility.	Reviews the facility and security standards and develops a plan to update them. Ensure that Regional Safety Officer inspects the general plant to ensure that the physical standards are met. Ensures that all safety equipment is properly maintained and operational by verifying maintenance is current and that the checks have been completed as required.	Regional Manager, Detention Manager, DC Regional Manager, Detention Enforcement Detention Officer	Annually Annually Annually
	Control area	The facility will maintain a control centre. Emergency alarm systems will link the facility to the control centre. Telephones with outside line available to security staff in all common areas (able to contact 911).	Monitors the day to day activities of the area. Verifies that all control systems are operational.	Guard Supervisor Enforcement Detention Officer	On going Quarterly
	Common areas	All corridors and stairwells will be kept clear of furniture except as required for security reasons.	Verifies that common areas are clear except for essential furniture.	Guard Staff	Per shift
	Safety deposit boxes	An area with safety deposit boxes (preferably within administrative or reception/release area) with an individual key provided to detainee *OR* A safe to store all detainees' possessions within a sealed envelope with the contents listed on the envelope and signed off by both parties. Detainee allowed access to box within the prescribed hours.	Conducts inventory to verify that at all assigned boxes and keys *OR* envelopes are accounted for.	Enforcement Detention Officer	Semi-annually
	Staff area	A common room for security guards with appropriate furniture to fulfill its function. A washroom (toilet and sink) will be located in the administrative area for use by staff. Lockers to store personal property.	Inspects the area to ensure that it continues to meet staff requirements.	Manager, DC	Annually
	Reception (non detainee)	Area to receive and register visitors which should be separated from remaining facility.	Inspects the area to ensure that it continues to meet security	Manager, DC	Annually

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	area		standards.		
	Admission/Release area	A detainee processing area (reception and release) will be located in the administrative area. Adjacent to the processing area will be a toilet and wash basin. The washroom will be equipped with an outward opening door from which the locks will be removed. Adjacent to the processing area will be a secure holding area.	Inspects the area to ensure that it continues to meet its standards. Ensure that area is adequately equipped with functional equipment. Ensure that needed supplies are in stock and on order when required.	Manager, DC Enforcement Detention Officer	Annually Monthly
	Storage area	A room is required to store detainees' personal effects. Area should be monitored and be restricted to limited access. Detainee allowed access to personal property, as required, within operational requirements.	Conducts an inventory of storage area to ensure that all items are accounted for.	Enforcement Detention Officer	Quarterly
	Personal area	In our low-risk facilities, the standard should be 4 – 8 persons per room with the flexibility for contingencies to double bunk to a maximum of 16 persons. A section or pod of rooms would accommodate a maximum of 50 and should be secured separately from other pods. When this standard is not available, the following standards are acceptable. *Hotel Room Style* Two detainees (and in exceptional circumstances three will be housed in each room) in a hotel style. Washroom facilities should be shared by no more than 3 adults. Individual male and female detainees will be segregated with a secure area or barrier between them. Families will be housed in individual rooms secure from other population. Unaccompanied minors must be kept separate from the male population. *Dormitory Style* This option is only to be considered as a last resort to accommodate exceptional circumstances. The number of detainees per dormitory room will not exceed an agreed maximum. Males will be segregated with a secure barrier from women and minors. Families can be reunited during the day. High-risk facilities should be single cell accommodation with the ability to lock down each cell. *Furniture and Fixtures* All furniture must meet fire and safety standards, regulations and codes. Each detainee will have a bed above floor level and at least 2 large drawers at facilities with a capacity of more than 24 detainees. Mattresses must be fire retardant. Each room will have a functioning colour television set *OR* access to a Day room with colour television. All washbasins and showers will be equipped with hot (not hotter than 130C) and cold running water. Locks on bathroom doors will be removed.	Inspects all rooms to ensure that they continue to comply with the physical and security standards.	Guard Staff Enforcement Detention Officer	Daily Weekly

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	Dining area	Two separate eating areas (men and women/children) will have tables and chairs or benches sufficient in number to comfortably accommodate 60% of detainees at one time. Disposable dishes and utensils will be used *OR* if metal utensils are used, strict procedures must be established and followed.	Inspects the area to ensure that it continues to meet the established physical and security standards. Ensures that the procedures on the use of metal utensils are adhered to by on-site verification. (all utensils turned in)	Guard Staff Enforcement Detention Officer Guard Staff Guard Supervisor	Daily Weekly Daily
	Day room	Two separate areas (men and women/children) will be provided for day room space, (equipped with tables and chairs) dedicated to social or sedentary indoor activities. Equipped with television if none in personal area. Other recreational supplies to be made available where possible (non-threatening).	Inspects the area to ensure that it continues to meet the established physical and security standards.	Enforcement Detention Officer Guard Staff	Weekly Daily
	Medical room	Separate room to conduct examinations if conducted on-site. Adequate equipment and supplies to carry out duties, which should include an examination table, examination stool plus chair for detainee; countertop with sink; small writing surface; lockable storage cabinets for medication, first aid & files; and trash & waste cans. Access restricted to few staff who have been authorized to distribute medication. Cleaning staff must be escorted when cleaning this area.	Inspects the area to ensure that it continues to meet all established standards.	Manager, IFH Enforcement Detention Officer	Semi-annual Monthly
	Library area	Designated area *OR* within Day room.	Verifies that the area continues to meets the requirements of the population.	Enforcement Detention Officer	Semi Annually
	Prayer area	Designated area for religious service *OR* a dedicated area at specified times.	Ensures that the area continues to meet the demand through the interaction with detainees.	Enforcement Detention Officer	On going
	Washer/Dryer area	Detainees will have free access to a washer and dryer to clean their clothes *OR* a dry cleaning contract is in place at facilities with a capacity of more than 24 detainees. Laundry detergent will be provided. Small table should be secured (to put clothes on).	Inspects the area to ensure that equipment is operational and detergent is available. Ensures equipment remains operational through regular maintenance and steps for immediate repairs.	Guard Staff Enforcement Detention Officer	Daily As required
	Outdoor Recreational area	Two separate areas (men and women/children) *OR* one area with different access schedules at facilities with a capacity of more than 24 detainees. A properly fenced (with fine mesh covering chain-links and no exposed support beams which could aid escape) outdoor recreational area will be provided. Solidly constructed picnic tables and benches, securely fastened to the ground and located at least 3m (10 ft) from the perimeter fence, will be provided. Waste disposal containers, securely fastened at least 3m away from perimeter fence will be provided. This area will be cleaned at least once a day. Snow will be removed promptly to permit access by security vehicles in the case of emergencies and to allow for recreation of detainees.	Inspects area to ensure that it continues to meet the security and safety standards.	Guard Staff Enforcement Detention Officer	Daily Weekly
	Visiting area	Contact visits should be allowed where possible within a facility.			Daily

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		Contact Visitation Include storage area for visitor's personal property, metal detector and conduct a non-intrusive search of all visitors upon entrance and detainee upon completion of visit. *Non-contact Visitation* This room will be divided by a secure barrier on either side of which will be tables/desks, chairs and communication devices (either telephones or other secure systems of communications which cannot be used to pass contraband substances). The rooms will have sufficient space to accommodate 10 per cent of detainees (and their visitors) at any one time. The visitor/detainee booths meet security specifications. Partitions between detainees, between detainees and visitors, and between visitors must be transparent. A security door will separate the visitors' area of the room from the detainees' area.	Inspects the area to ensure it continues to meet the established standards.	Guard Staff Enforcement Detention Officer	Weekly
	Counsel visiting area	There will be sufficient rooms to accommodate meetings between detainees and their legal counsel. Each meeting room will have a table and at least 3 chairs.	Inspects the area to ensure that it continues to meet the established standards.	Guard Staff	Daily
	Segregation area	Include toilet and wash basin.	Inspects the area to ensure that it continues to meet the established standards.	Enforcement Detention Officer	Weekly
	Special Accommodations	The following standards should be incorporated into the future development plans for the building or acquisition of new facilities or renovations of existing facilities: If CBSA must occupy various floors in a building, it is preferable that above ground floors be serviced by an elevator. Ramps and walkways into the building are required to ensure accessibility for persons with disabilities. Interior corridors and access to required areas for detainees within the centre should be accessible to disabled persons. A minimum of one room and one fully equipped bathroom should be made accessible for a disabled person.	Ensures that the centre can accommodate disabled persons by meeting the established standards. Reviews the physical layout of the centre when admitting a disabled person to ensure that all accommodations area are safe and make special arrangements within the operation if necessary.	Manager, DC Enforcement Detention Officer	As required As required
	Parking	Reserved 24-hour parking is available (CBSA personnel/security vans) and parking is available in the immediate area of the centre for visitors.	Inspects the area to ensure that it continues to be safe by ensuring sufficient lighting and patrol.	Guard Staff	Daily

The following documents were used to prepare the Standards;

- *Canadian Charter of Rights and Freedoms*
- UNHCR Guidelines on Detention of Asylum Seekers, United Nations
- Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, UNHCR
- Standard Minimum Rules for the Treatment of Prisoners, United Nations
- Security Guards, Uniformed, National Standard of Canada CAN/CGSB-133-1-87
- Uniformed Security Guard Supervisors, National Standard of Canada CAN/CGSB-133.2-92
- TB Manual Occupational Safety and Health; Part II Canada Labour Code; and Occupational Safety & Health Regulations; and National Fire Code

Revised in consultation with the National Detention Management Committee, United Nations High Commissioner for Refugees and the Canadian Council for Refugees.

July 2002: Final
December 2003: Title revised/CBSA

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 6, 2014 **Time: 16:53:44**

TIME	NOTES / OCCURRENCES	INT
	1. **Medical** – this should be used for any instance where paramedics attend, clients complain of medical distress, or clients are transported off site, as well as other occurrences that are medical in nature. 2. **Police** – this should be used for any instance where the police attend CELLS, whether it's RCMP or other police services. 3. **NGO** visits – this should be used for any **non-governmental organization** that visits the site. E.g. Red Cross, UNHCR representative visits the site. 4. **Tour** – this is for any tours authorized by the Detentions Manager. 5. **Consulate** – this is for any instance where a representative from a foreign consulate visits CELLS. 6. **Counsel** – this is for instances where counsel visits CELLS. 7. **Behaviour** – this is for any instances of detainee misbehaviour or behaviour of concern in CELLS.	
	20-DEC-13	
	ON DUTY:	
	(6) DETAINEES AT BCIHC	
0025	Room check completed by - detainees accounted for.	
0047	Room check completed by - all detainees accounted for.	
0110	Room check completed by - detainees accounted for.	
0150	Room check completed by - all detainees accounted for.	
0219	Room check completed by - etainees accounted for.	
0300	Room check completed by - all detainees accounted for.	
0330	Room check completed by - all detainees accounted for.	
0400	Room check completed by - all detainees accounted for.	
0405	off site.	
0450	Room check completed by - all detainees accounted for.	
0500	off duty.	
0530	Room check completed by S - all detainees accounted for.	
0553	arrived at **ACCW**.	
0600	Room check completed by - all detainees accounted for.	
0600	have left **ACCW** and are en route to **FRCC**.	
0608	arrived at **FRCC**.	
0618	inform they have left **FRCC** and are headed to **PRIES**.	
0619	signed in at **PRIES**.	
0630	on duty.	
0630	Room check completed by - all detainees accounted for.	
0810	off site with (2) males to PRIES.	
0819	(2) BSO and 1 interpreter on site.	
0830	LANE on site.	

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 6, 2014 **Time: 16:53:44**

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TIME	NOTES / OCCURRENCES	INT
0840	ack on site.	
0850	nformed they have finished CT scan and are waiting for the results.	
0851	(3) RCMP on site.	
0852	have arrived at **Burnaby Youth**.	
0858	have left **Burnaby Youth** and are headed to **PRIES**.	
0931	1 RCMP on site.	
0952		
1105	Breakfast reserved to detainees	

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 6, 2014 **Time: 16:53:44**

3

TIME	NOTES / OCCURRENCES	INT

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 6, 2014 **Time: 16:53:44**

4

TIME	NOTES / OCCURRENCES	INT

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Clarke, DougC

From: Clarke, DougC
Sent: January 31, 2014 10:21 AM
To: Clarke, Laura
Subject: Re: Issue Fact Sheet

That is correct...we will be sending it back asking them to send it through the established channels. No more action required by you.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Clarke, Laura
Sent: Friday, January 31, 2014 10:18 AM
To: Clarke, DougC
Subject: RE: Issue Fact Sheet

It's ok. I think I've got it. They just wanted to make sure it went through PCD and I didn't task out with EID but correct me if I'm wrong.

From: Clarke, DougC
Sent: January 31, 2014 10:16 AM
To: Clarke, Laura
Subject: Re: Issue Fact Sheet

I will call you to fill you in.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Clarke, Laura
Sent: Friday, January 31, 2014 09:55 AM
To: Linde, John
Cc: Lane, Christian; Clarke, DougC
Subject: FW: Issue Fact Sheet

Sorry but I'm a bit confused by Christian's request. Is this what you are after.

Please advise.

Laura

From: Lane, Christian
Sent: January 31, 2014 9:47 AM
To: Clarke, Laura
Cc: Clarke, DougC
Subject: Fw: Issue Fact Sheet

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Hi Laura,

I'm currently in a meeting with John Linde and he suggested you forward this request on to him for follow up.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Sarazin, Danielle
Sent: Friday, January 31, 2014 12:44 PM Eastern Standard Time
To: Lane, Christian
Subject: Issue Fact Sheet

Hi Christian,

Can you please send me the latest version of the Issue Fact Sheet related to the BCIHC incident by 1 p.m.? Thanks!!

Danielle Sarazin
Senior Program Advisor | Conseillère principale en programmes
Hearings and Detentions | Audiences et Détentions
Transformation Division | Division de la transformation
Enforcement & Intelligence Programs | Programmes d'exécution de la loi et du renseignement
Programs Branch | Direction générale des programmes
Canada Border Services Agency | Agence des services frontaliers du Canada
100 Metcalfe St. Ottawa ON K1A 0L8
danielle.sarazin@cbsa-asfc.gc.ca
Telephone | Téléphone 613-948-1833 / Facsimile | Télécopieur 613-946-5983

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Clarke, DougC

From: Clarke, DougC
Sent: January 31, 2014 07:50 AM
To: Clarke, Laura
Subject: Fw: Shower Rods

FYI

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Averill, Sean
Sent: Friday, January 31, 2014 07:36 AM
To: Clarke, DougC
Subject: Re: Shower Rods

Yes. I have them and will install them later this morning.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Clarke, DougC
Sent: Friday, January 31, 2014 10:16 AM Eastern Standard Time
To: Averill, Sean
Subject: Shower Rods

Hi Sean, do you think the rods will be replaced today?

Thanks,
Doug

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Clarke, DougC

From: Clarke, DougC
Sent: January 30, 2014 07:45 AM
To: Lane, Christian
Subject: FW: Contract staff list

FYI

From: Ashley Meehan [mailto:Ashley@genesissecurity.com]
Sent: January 29, 2014 11:42 AM
To: 'iain.mclellan@gov.bc.ca'
Cc: Clarke, DougC
Subject: FW: Contract staff list

Hi Iain see below. The person to start with at CBSA if you have any questions is Doug Clark: 604 666 6860

Regards,

Ashley Meehan | Vice President
Genesis Security Group

T 604.669.0822
F 604.669.0832
310 - 1770 Burrard St.
Vancouver, BC V6J 3G7

From: Hanke, Michael [mailto:Michael.Hanke@cbsa-asfc.gc.ca]
Sent: Wednesday, January 29, 2014 9:41 AM
To: Ashley Meehan
Subject: FW: Contract staff list

Here you go the staff list for the night shift prior and the day shift during the incident..

Dec 19th

Night

Dec 20th
Day

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Clarke, DougC

Subject: After Incident Working Group Meeting - (BC Immigration Holding Centre)
Location: Telephone Line: 1-877-385-4099 - Password: 60505/Expo Boardroom

Start: Thu 2014-01-30 10:30 AM
End: Thu 2014-01-30 11:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Clarke, DougC
Required Attendees: Joyce, Niky; Bolton, Stephen; Valentine, Brad; Lane, Christian; Lewis, Randy; Grant, Jolene; Averill, Sean; Bhatti, Sajjad; Starnino, Louise
Optional Attendees: Gokey, Marie Elizabeth; Sarazin, Danielle; Gray, Yvette-Monique; Hoogstraten, Ken; Guilmette, Sandra

Meeting to discuss progress to date:

Agenda to be forwarded.

Minutes to January 16th meeting:

After Incident Working Group ...

Previous minutes and documents from Jan 9th meeting:

After Incident Working Group ... | BCIHC Infrastructure G... | BCIHC Procedural Gap Analysis.... | Urgent BCIHC facility upgrades...

Teleconference call in Details:

Telephone Line: Password:

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After Incident Working Group Meeting Minutes– January 16, 2014

ATTENDEES: Doug Clarke, Christian Lane, Randy Lewis, Ken Hoogstraten, Sean Averill, Louise Starnino, Sandra Guilmette, Stephen Bolton

Agenda Items

Scope of Working Group Expectations:

The working group has been established to assist in identifying procedural and infrastructure improvements to strengthen the detention program at the BCIHC. Upon the identification of gaps in these areas the working group will consult on and approve solutions.

Stakeholder Consultation:

We have continued to be in contact with Red Cross and they would like to do a site visit on January 17th, 2014.

We have continued dialogue with BC Corrections and will be touring the Alouette facility on January 22nd. The assistant Warden will review BCIHC on January 29th.

Security Services took a tour of BCIHC with Christian Lane on January 10th. They identified numerous areas of concerns with the facility.

Gap Analysis:

Security Services has compiled a list of numerous infrastructure concerns with the BCIHC facilitv. They have noted that there are long-term and short-term fixes.]
within the bathroom alone. The list is still ongoing.

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The following are a list of short-term procedural solutions:

- Formalize Hearing Summary Report (sent to a distribution list after each hearing)
  - Send an email to all those concerned and cc: working group
- Shower protocol
  - Schedule for the time of day and length of each shower
- More detailed detention log
  - Record observations; not a checklist
  - Guard checks every 15-30 minutes
- Open-blinds at all times on one side of the guard room
  - Alternate each side of the guard room with open blinds on one side and closed blinds on the other (prevents communication between female and male detainees)

The following is a long-term procedural solution:

- Formal suicide prevention course – stipulated in Genesis contract
  - Coastal Health may be able to provide this course
- Rethink MOU with Corrections
  - Reduce information gap

National Guidelines:

The National Detention Standards mainly outlines procedures; infrastructure is not well-defined. Furthermore it mentions nothing specific to shower monitoring procedures.

Stephen stated that changes to National provisions will stem from this working group.

Other IHCs involved in the process:

Louis and Sandra from Laval described the infrastructure and procedural aspects of their detention facility as follows:

- Facilities were last updated in 1996

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- Bathrooms have no doors; instead they use curtains with plastic rods which cannot support one's body weight
- Rely heavily on guard presence (minimum of guards on at all times). There is a 24/7 presence of women guards. They have a ratio of 60/40 (male guards to female guards). BCIHC has a ratio of 3:1 (male guards to female guards).
- Use 1-way windows (3M tint) for their guards' room. The one drawback to this is the issue of limited lighting in the guard room.
- Use a red light, fixed on the ceiling of each room to see inside at night
- Head counts are done four times a day, generally before meals

Laval is currently in the process of updating 'standing orders' and upon completion they will send it to us.

Funding:

Stephen will talk to Corporate next week about funding.
Security Services will look into 'emergency funding.'

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Clarke, DougC

Subject: After Incident Working Group Meeting - (BC Immigration Holding Centre)
Location: Telephone Line: 1-877-385-4099 - Password: 60505/Expo Boardroom

Start: Thu 2014-01-16 01:00 PM
End: Thu 2014-01-16 02:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Clarke, DougC
Required Attendees: Joyce, Niky; Bolton, Stephen; Valentine, Brad; Lane, Christian; Lewis, Randy; Grant, Jolene; Averill, Sean; Bhatti, Sajjad; Starnino, Louis
Optional Attendees: Gokey, Marie Elizabeth; Sarazin, Danielle; Gray, Yvette-Monique; Hoogstraten, Ken

Sorry for the change in time!

Updated Agenda to include additional attachment for proposed shower upgrades:

Laval and Toronto IHC have been invited to the working group.

Review of minutes from Jan 9th meeting (see attached)

Stakeholder consultation into working group

Security Services and Infrastructure Division comments on the tour of the BCIHC

Gap analysis review: review draft procedural and infrastructure issues identified to date. (see attached) Additional attachment for proposed shower upgrades.

National guidelines: next steps on this process

Round table.

Teleconference call in Details:

Telephone Line: Password:

After Incident Working Group ... | BCIHC Infrastructure G... | BCIHC Procedural Gap Analysis.... | Urgent BCIHC facility upgrades...

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After Incident Working Group Meeting Minutes– January 9, 2014

ATTENDEES: Doug Clarke, Christian Lane, Randy Lewis, Jolene Grant, Yvette-Monique Gray, Brad Valentine, Sean Averill, Stephen Bolton, Niky Joyce, Marie Elizabeth Gokey, Danielle Sarazin

Agenda Items

Overview of the incident and follow-up:

- Christian Lane provided a briefing on the incident that occurred at the BCIHC on Dec 20/13. Also, Christian provided a description of our BCIHC and informed the group that the facility is for low risk detainees for up to 72 hours.
- Doug Clarke informed the group that the incident was under an RCMP Investigation and that due to the in-custody death the B.C. Coroner's Office was undertaking an investigation into the incident which will result in a Coroner's inquest.

Scope of Working Group Expectations:

The working group has been established to assist in identifying procedural and infrastructure improvements to strengthen the detention program at the BCIHC. Upon the identification of gaps in these areas the working group will consult on and approve solutions.

Yvette-Monique Gray commented that her expectation would be over the course of the next month for the working group to work through the initial infrastructure and procedural improvements and then allow the initiative to morph into and action item for the Detentions Working Group taking into account the larger national scope.

Stakeholder Consultation:

We have briefed the Red Cross on the incident and are consulting with them on ways in which we can strengthen our detentions program. We are also in the process of consulting with B.C. Corrections as they are the service provider for detentions outside of the BCIHC in the Pacific Region. B.C. Corrections have provided feedback as a result of a visit we made to their facility and we are in the process of touring them around our BCIHC.

Next steps on stakeholder consultations will take into consideration Correctional Services Canada and other support groups form detainees.

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Gap Analysis:

Through an initial review of the incident and discussions with stakeholders and the working group we have started identifying infrastructure and procedural gaps and possible solutions. This list will be reviewed at the next meeting for discussion and approval of solutions.

National Guidelines:

Through discussion it was identified that improvements to the national guidelines/standards would assist in strengthening the detentions program. As such the work done by the working group will tie into the Detentions Working Group.

Determination if other IHCs to be involved in the process:

The working group endorsed the involvement of the other IHCs and they will be invited to participate in the working group.

Next Meeting: January 16, 2014.

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Gap Analysis for the BC Immigration Holding Centre

Infrastructure:

Issue: Shower Rod

Shower rod can be used to tie a ligature around

Possible Solution: Snap track to affix shower curtain to wall/ceiling

Issue: Shower Head

Shower can be used to tie a ligature around

Possible Solution: ligature proof shower head

Issue: Tap set

Tap set can be used to tie a ligature around

Possible Solution: push button water on/off switch

Issue: blinds covering windows in guard room

Restricts the detainee monitoring capabilities of guards and CBSA personnel

Possible Solution: one way reflective glass or film on windows

Issue: CCTV Video

The current video monitoring technology should be assessed to determine if it is outdated and cameras may not be situated most effectively.

Possible Solution: acquisition of new CCTV video system

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Procedural Gap Analysis for the BC Immigration Holding Centre

Procedures:

Issue: BCIHC Intake Assessment

Up to date health assessment of detainee on transfer to BCIHC by CBSA

Solution: Creation of formalized intake procedures

Issue: Negative IRB/Removal Decisions

A detainee's mental state can change from one moment to the next as a result of a change in circumstance surrounding Admissibility, stay of removal, etc.

Solution: Hearings/Removals officers to provide status updates to Detentions Manager on individuals under detention

Issue: Shower protocol

Detainee's able to take prolonged showers

Solution: Shower protocol being established

Issue: Head counts/On-going Monitoring

Throughout the time a detainee is in the BCIHC they could go an extended period of time without being observed and tracked.

Solution: Enhanced monitoring protocols

Issue: Suicide prevention awareness training

CBSA/Genesis may require increased training in this area

Possible solution: research best practices in this area and build it into the contract security guard services contract. National Standards.

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Clarke, DougC

From: Clarke, DougC
Sent: January 15, 2014 05:01 PM
To: Lane, Christian; Li, Yvonne
Subject: RE: Availability to meet with Genesis on Friday, January 17th

That would work.

From: Lane, Christian
Sent: January 15, 2014 4:04 PM
To: Li, Yvonne; Clarke, DougC
Subject: RE: Availability to meet with Genesis on Friday, January 17th

Yes please.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Li, Yvonne
Sent: January 15, 2014 4:03 PM
To: Lane, Christian; Clarke, DougC
Subject: RE: Availability to meet with Genesis on Friday, January 17th

Hi Christian,

Would Friday afternoon be better?

Thanks,

Yvonne Li
Executive Assistant to Director Yvette-Monique Gray
Canada Border Services Agency
Enforcement and Intelligence Division
Tel: 604-666-8653
Fax: 604-666-8283

From: Lane, Christian
Sent: January 15, 2014 4:01 PM
To: Li, Yvonne; Clarke, DougC
Subject: RE: Availability to meet with Genesis on Friday, January 17th

I'm afraid I'll be conducting a site visit at Burnaby Youth Custody Servicers that morning.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

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From: Li, Yvonne
Sent: January 15, 2014 3:36 PM
To: Clarke, DougC; Lane, Christian
Subject: Availability to meet with Genesis on Friday, January 17th

Hi Doug and Christian,

Yvette would like to schedule a follow up meeting with Genesis this coming Friday to discuss where things are at for the BCIHC incident. Could you please let me know if 10:00-11:00 works with you? Please note that I have yet to confirm the time with Genesis.

Thanks,

Yvonne Li
Executive Assistant to Director Yvette-Monique Gray
Canada Border Services Agency | Agence des services frontaliers du Canada
Enforcement and Intelligence Division | Division d'execution et renseignements
700-300 West Georgia Street, Vancouver BC V6B 6C8 | 700-300 rue Georgia Ouest, Vancouver CB V6B 6C8
Tel/Tel:604-666-8653 | Fax/Telecopieur: 604-666-8283
Email: Yvonne.Li@cbsa-asfc.gc.ca
Government of Canada/Gouvernement du Canada

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Aldaba, Elaine

From: Morris, George
Sent: January 30, 2014 12:51 PM
To: Bolton, Bernée
Subject: RE: CBSA's Statement/Lucia's case

Sounds good, may I flip this information to the consulate?

From: Bolton, Bernée
Sent: January 30, 2014 12:48 PM
To: Morris, George
Subject: RE: CBSA's Statement/Lucia's case

George,
There is no press release just media lines:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

From: Morris, George
Sent: January 30, 2014 12:44 PM
To: Bolton, Bernée
Subject: FW: CBSA's Statement/Lucia's case

Bernée, is it possible to obtain a copy of the press release we distributed to media and provide it to the Mexican consulate?

Thanks.

From: Paul, Lucky
Sent: January 30, 2014 11:45 AM
To: 'marroyo@sre.gob.mx'

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Cc: Morris, George; Perzow, Adam
Subject: Re: CBSA's Statement/Lucia's case

Hi Monica

We will get back to you.

George over to you.

Lucky

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Arroyo Rincon, Monica Isela [mailto:marroyo@sre.gob.mx]
Sent: Thursday, January 30, 2014 11:32 AM
To: Paul, Lucky
Cc: Parsons, Adam
Subject: CBSA's Statement/Lucia's case

Hi Lucky

I know you must be busy, that is why I also included Adam in this e-mail
We would like to have a copy of the CBSA's statement about Lucia's case that was published in the Vancouver Sun today.
Can you please send as a copy?

Thanks

Warm Regards

monica

Please make a note of my new email address marroyo@sre.gob.mx.

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

MÓNICA ARROYO
VICE CONSUL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
T 604 684 1859 Ext: 3045
F 604 684 2485
marroyo@sre.gob.mx

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Aldaba, Elaine

From: Morris, George
Sent: January 28, 2014 08:23 AM
To: Deans, James
Subject: RE: FOR ACTION Requests - January 28, 2014

Thanks James, I don't think we have a lot to contribute outside of what comm's should already have....

From: Deans, James
Sent: January 28, 2014 7:56 AM
To: Paul, Lucky; Brain, Darrel; Morris, George
Subject: Re: FOR ACTION Requests - January 28, 2014

George,

I will check the IFS for media lines but I don't think there was much. I know comms has a standard media line we are using, I heard it used on CBC this morning.

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Paul, Lucky
Sent: Tuesday, January 28, 2014 07:42 AM
To: Case-Management, CBSA-NHQ; Brain, Darrel; Deans, James
Subject: Re: FOR ACTION Requests - January 28, 2014

Hi Colin

I'm not in today but may George or James can assist.

George/James I can't pull up much from Dec on BB not sure if our issue fact sheet had media lines.

Thanks
Lucky

Sent from my BlackBerry handheld.

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Envoyé à partir de mon BlackBerry.

From: Case-Management, CBSA-NHQ
Sent: Tuesday, January 28, 2014 06:03 AM
To: Paul, Lucky
Subject: FW: FOR ACTION Requests - January 28, 2014

Good Morning Lucky,

PS-Min has requested a QPN on VEGA JIMENEZ. In particular, they'd like to have lines on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances

Have you got any input/lines from regional standard practices?

Deadline is 9:30am Eastern /6:30am Pacific....so don't sweat it if you can't respond in time.

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
191 Laurier Ave. W.
13th Floor, 13-058
Ottawa, ON K1A 0L8
Tel: (613) 960-9544
collin.shaw@cbsa-asfc.gc.ca

Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: Case-Management, CBSA-NHQ
Sent: January 28, 2014 8:58 AM
To: Chiocchio, Caterina
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Hey there....

Have you got any boilerplate lines on how CBSA works with local law enforcement/ RCMP / Coroner's Office?

Thanks,

Collin Shaw
Case Review Unit | Unité de la révision des cas
Inland Enforcement Operations and Case Management Division | Division des opérations relatives à l'exécution de la loi intérieure et de la gestion de cas

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Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi at au renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
191 Laurier Ave. W.
13th Floor, 13-058
Ottawa, ON K1A 0L8
Tel: (613) 960-9544
collin.shaw@cbsa-asfc.gc.ca

Canada Border Services Agency | Agence des services frontaliers du Canada

Canada

From: St-Laurent, Andrea
Sent: January 28, 2014 8:26 AM
To: Braund, Regan
Cc: Case-Management, CBSA-NHQ
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Is the chrono up to date for this question?

QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

Andrea St-Laurent
Advisor/ Conseillère
Director's Office/ Bureau de la Directrice
Inland Enforcement and Case Management/ Exécution de la loi intérieure et gestion de cas
Telephone / Téléphone: (613) 952-7915

From: Boutilier, Kimberley
Sent: January 28, 2014 8:22 AM
To: St-Laurent, Andrea
Subject: FW: FOR ACTION Requests - January 28, 2014
Importance: High

Andrea, FYI only for the moment – believe this will be coming your way, but will clarify with VPO first. They may task to the Region.

From: MacKillop, Ken
Sent: January 28, 2014 8:19 AM
To: Christiansen, Calvin; Leckey, Geoff
Subject: Fw: FOR ACTION Requests - January 28, 2014

Sent from my BlackBerry handheld.

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Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 08:18 AM
To: Marier, Ruth; Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolti, Patrizia
Cc: Schmidt, Suzanne
Subject: Re: FOR ACTION Requests - January 28, 2014

Noted. Thanks.

Pls add Amy Jarrett to your QP notifications.

Tks

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Marier, Ruth
Sent: Tuesday, January 28, 2014 08:06 AM
To: Blanchard, NathalieX; Bolduc, Martin; CBSA-ASFC_Issues_Management-Gestion_des_questions; MacKillop, Ken; Morissette, José; Tremblay-Weir, Guylaine: PWGSC / TPSGC; Bonk, Simon; Legault, Anne; Giolti, Patrizia
Cc: Schmidt, Suzanne
Subject: FOR ACTION Requests - January 28, 2014

For immediate action.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: McAteer, Julie [mailto:Julie.McAteer@ps-sp.gc.ca]
Sent: Tuesday, January 28, 2014 07:58 AM
To: * EMPB-ADMO / SGUP-BSMA <DL_EMPB-ADMO@ps-sp.gc.ca>; * GOC-Support All / COG-Support tous <DGOPSOPS@opscen.gc.ca>; * Media Monitoring / Suivi des médias <MediaMonitoring@ps-sp.gc.ca>; * Parliamentary Affairs Division / Division des affaires parlementaires <DL_PAD@ps-sp.gc.ca>; * SPB-ADMO <DL_SPB_ADMO@ps-sp.gc.ca>; McLeod, Adam; Anestis, Melanie <Melanie.Anestis@ps-sp.gc.ca>; Annie.Hua <annie.hua@rcmp-grc.gc.ca>; Archambault-Chapleau, Nadine <archambaultnc@npb-cnlc.gc.ca>; Austria, Jamela: PS / SP; Bedor, Tia Leigh: PS / SP; Bizai-Lévesque, Nicole: PS / SP; Blinick, Adam: PS / SP; Boisvert, Frederik <Frederik.Boisvert@ps-sp.gc.ca>; Boucher, Patrick: PS / SP; Burton, Meredith: PS / SP; Caceres, Lizette <Lizette.Caceres@ps-sp.gc.ca>; CBSA-ASFC_PAU-UAP; Charles-Eric.Lepine@rcmp-grc.gc.ca <Charles-Eric.Lepine@rcmp-grc.gc.ca>; Desnoyers, Christine <christine.desnoyers@rcmp-grc.gc.ca>; Cogan, Tim <Tim.Cogan@cpc-cpp.gc.ca>; Cyr, Lynne: PS / SP; Deacon, Jamie: PS / SP; deleRue, Jean-Christophe <Jean-Christophe.DeLeRue@ps-sp.gc.ca>; Dupuis, Chantal: PS / SP; Durand, Stéphanie: PS / SP; Executive Services <ES&ML-QPMI@rcmp-grc.gc.ca>; Fisher, Adam <fishera@smtp.gc.ca>; Guérin, Nathalie <Nathalie.Guerin@ps-sp.gc.ca>; Hayward, Jane <Jane.Hayward@ps-sp.gc.ca>; HENRICHONP@smtp.gc.ca <HENRICHONP@smtp.gc.ca>; Howe, Susan: PS / SP; Hunt, Ryan: PS / SP; Issues / Enjeux <issues.enjeux@ps-sp.gc.ca>; McDonald, Jane <jane.mcdonald@npb-cnlc.gc.ca>; Johnson, Mark: PS / SP; Johnson, Amy <JOHNSONAM@smtp.gc.ca>; Curtis, Karyn: RCMP / GRC; Koops, Randall: PS / SP; Laperle, Linda: PS / SP; Leclair, Natalie: PS / SP; LeSage, Lynn: PS / SP; Leslie, Branden <Branden.Leslie@ps-sp.gc.ca>; Levesque, Lance <Lance.Levesque@ps-sp.gc.ca>; Loiselle, Karine <Karine.Loiselle@ps-sp.gc.ca>; Manji, Natasha: PS / SP; Cocking, Marie: PBC / CLCC; Mark Penner (pennerma@smtp.gc.ca) <pennerma@smtp.gc.ca>; McDonald, Andrea: PS / SP; Muldoon, Shannon: CSC / SCC; Nicole Rainville <nicole.rainville@rcmp-grc.gc.ca>; Greenough, Nicole; Paquin, Annick: PS / SP; Paulson, Erika: PS / SP; Pettipas, José: PS / SP; QP notes <QPnotes@ps-sp.gc.ca>; Bélanger, Roger; Roylt

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<roylt@csc-scc.gc.ca>; Schnupp, Sophie: PS / SP; Duclos, Selina: CSC / SCC; Tingley, Sherrie <Sherrie.Tingley@cpc-cpp.gc.ca>; Schmidt, Suzanne; Talal Dakalbab <talal.dakalbab@pbc-clcc.gc.ca>; Tamming, Jason <Jason.Tamming@ps-sp.gc.ca>
Cc: Marier, Ruth; Schmidt, Suzanne
Subject: QP Requests - January 28, 2014

Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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Lane, Christian

From: Lane, Christian
Sent: January 28, 2014 09:09 AM
To: Clarke, DougC
Subject: RE:

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Clarke, DougC
Sent: January 28, 2014 8:30 AM
To: Lane, Christian
Subject: FW:

FYI

From: Morris, George
Sent: January 28, 2014 8:13 AM
To: 'Graham.Stark@justice.gc.ca' (Graham.Stark@justice.gc.ca); Séguin, Marie-France; MacVicar, Roslyn; Scoville, Kim; Gray, Yvette-Monique; Clarke, DougC; Clarke, Laura; Deans, James
Subject: FW:

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Lane, Christian

From: Lane, Christian
Sent: January 28, 2014 08:54 AM
To: Clarke, DougC; Bolton, Bernée
Subject: FW: December incident

FYI Genesis staff have been instructed to direct any media inquiries to Comms.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Hanke, Michael
Sent: January 28, 2014 8:53 AM
To: Hippensteel, Keri Lyn; Hehar, Kamaljit; Vu, Quyen; Sandhu, Jivan; Bua, Danica; Chiang, Alex
Cc: Lane, Christian; Ashley Meehan
Subject: December incident

Everyone

Further my discussion earlier this morning please add, if you or the guards are approached by the media or person(s) you are instructed to state no comment and inform them to direct all questions to CBSA media representative.

Thank you
Michael Hanke
Account Manager,
Genesis Security Group
IEC,IHC
IHC *(604).666.1783*
IHC FAX *(604).666.3574*
IEC *(604).666.4776*

Email: michael.hanke@cbsa-asfc.gc.ca

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Lane, Christian

From: Lane, Christian
Sent: January 24, 2014 10:01 AM
To: Lewis, Randy
Subject: FW: After Incident Review - CCTV component

FYI for the 5th.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Clarke, DougC
Sent: January 24, 2014 10:00 AM
To: Lane, Christian
Subject: RE: After Incident Review - CCTV component

It would be good to have him attend if possible so that he can provide context and raise issues that we have.

-----Original Message-----
From: Lane, Christian
Sent: January 24, 2014 7:59 AM
To: Clarke, DougC
Subject: RE: After Incident Review - CCTV component

I suspect so although my understanding is more that this CCTV group will come in and essentially audit our camera placements and make recommendations to improve coverage.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Clarke, DougC
Sent: January 24, 2014 7:50 AM
To: Lane, Christian
Subject: RE: After Incident Review - CCTV component

Hi Christian, will Randy be able to tour the group around and identify the issues we would like addressed?

-----Original Message-----
From: Lane, Christian

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Sent: January 23, 2014 4:54 PM
To: Valentine, Brad; Clarke, DougC
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John; Lewis, Randy
Subject: Re: After Incident Review - CCTV component

Hi Brad,

The 5th should work and I'd certainly appreciate them taking a look at our day cells as well if they have the time.

I'm on course that week and Randy Lewis (Cc'd) will be acting in my stead.

Thanks,

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Thursday, January 23, 2014 07:43 PM Eastern Standard Time
To: Clarke, DougC; Lane, Christian
Cc: Averill, Sean; Gray, Yvette-Monique; Dyck, John
Subject: Fw: After Incident Review - CCTV component

We have received the confirmation that this group involved with looking at CCTV with respect to the Douglas After-Incident Review will be out the week of February 4th.
The day proposed for them to be able to attend the BCIHC is the Wednesday, February 5, 2014. I believe we could also have them look at the Detention Cells downtown if you feel it is warranted, otherwise they had expressed some interest in seeing the VIA set-up.
Please advise - thanks.
------Original Message------
From: Brad Valentine
To: Daniela Evans
Cc: Derek Collins
Cc: John Dyck
Subject: FW: After Incident Review - CCTV component
Sent: Jan 23, 2014 2:39 PM

Daniela – as per our brief conversation at IMTC, I have finally received the confirmation that this group that is involved with looking at CCTV with respect to the Douglas After-Incident Review.

Tuesday February 4th looks to be their date to attend Douglas. The two other sites they were looking to attend were Pacific Highway and the EID Detention Cells.

The potential date for Pacific Highway which would include Traffic and Commercial would be Thursday February 6th.

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Lane, Christian

From: Lane, Christian
Sent: January 16, 2014 04:53 PM
To: Clarke, DougC
Subject: Re: Red Cross Consultation on the BCIHC

Hi Doug,

I spoke with Ali this afternoon and she's likely not available on Friday which is Danielle/Joey's preferred date. Russ Froese should be though. We'll connect early next week to firm up.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Clarke, DougC
Sent: Thursday, January 16, 2014 07:50 PM Eastern Standard Time
To: Lane, Christian
Subject: Re: Red Cross Consultation on the BCIHC

Hi Christian, as we discussed you were going to let Ali know about a meeting with the QAP group next week.

Let me know how that goes.

Thanks,
Doug

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Lane, Christian
Sent: Thursday, January 16, 2014 07:54 AM
To: Clarke, DougC
Subject: RE: Red Cross Consultation on the BCIHC

Have yet to hear back from them.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016

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Cellular:

-----Original Message-----
From: Clarke, DougC
Sent: January 16, 2014 7:44 AM
To: Lane, Christian
Subject: RE: Red Cross Consultation on the BCIHC

Hi Christian, any info I can report back to Ali on?

-----Original Message-----
From: Lane, Christian
Sent: January 15, 2014 9:04 AM
To: Clarke, DougC
Subject: RE: Red Cross Consultation on the BCIHC

We're already arranging a site visit to ACCW and FRCC for Joey and Danielle but I'll certainly ask about meeting with Ali.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Clarke, DougC
Sent: January 14, 2014 6:02 PM
To: Lane, Christian
Subject: Re: Red Cross Consultation on the BCIHC

Thanks.

Let me know asap so that I can inform the Red Cross.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Lane, Christian
Sent: Tuesday, January 14, 2014 09:04 AM
To: Clarke, DougC
Subject: Re: Red Cross Consultation on the BCIHC

I'll find out.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

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Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Clarke, DougC
Sent: Tuesday, January 14, 2014 11:31 AM Eastern Standard Time
To: Lane, Christian
Subject: FW: Red Cross Consultation on the BCIHC

Hi Christian, do you know if Joey will be able to stay an additional day to meet with Red Cross and perhaps Corrections?

-----Original Message-----
From: Alison Paul [mailto:alison.paul@redcross.ca]
Sent: January 14, 2014 6:54 AM
To: Clarke, DougC
Cc: Lane, Christian
Subject: Re: Red Cross Consultation on the BCIHC

Thanks for your message Doug. I'm currently traveling in the Prairies, but will give you a call when back in Victoria to discuss further. Did you still want me to plan to meet/speak with Joey next week?
Ali

From: Clarke, DougC
Sent: Monday, January 13, 2014 6:06 PM
To: Alison Paul
Cc: Lane, Christian
Subject: Red Cross Consultation on the BCIHC

Hi Ali, thank you very much for taking the time out of your day to meet with us last week to discuss the incident that occurred at the BCIHC and some of our follow-up actions that we will be undertaking.

As indicated at out meeting we have created an after incident working group to look at our facility and procedures to strengthen our detention program at the IHC. As part of this review we would like an opportunity for your agency to provide input into this process. Please let me know if you would be available to meet with Christian and myself to tour through the facility and to discuss ways in which we could further strengthen our detentions program.

If you have any questions or concerns please let me know.

Thank you,

Doug Clarke
A/Assistant Director | I/Directeur adjoint
Hearings and Detentions | Audiences et détentions
Inland Enforcement Section | Section de l'exécution de la loi pour services intérieurs
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 – 300 West Georgia Street | 300, rue Georgia ouest, bureau 700
Vancouver, B.C. V6B 6C8 | Vancouver, C.-B. V6B 6C8

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 11, 2014 **Time: 13:51:35**

TIME	NOTES / OCCURRENCES	INT
	1. **Medical** – this should be used for any instance where paramedics attend, clients complain of medical distress, or clients are transported off site, as well as other occurrences that are medical in nature. 2. **Police** – this should be used for any instance where the police attend CELLS, whether it's RCMP or other police services. 3. **NGO** visits – this should be used for any **non-governmental organization** that visits the site. E.g. Red Cross, UNHCR representative visits the site. 4. **Tour** – this is for any tours authorized by the Detentions Manager. 5. **Consulate** – this is for any instance where a representative from a foreign consulate visits CELLS. 6. **Counsel** – this is for instances where counsel visits CELLS. 7. **Behaviour** – this is for any instances of detainee misbehaviour or behaviour of concern in CELLS.	
	20-DEC-13	
	ON DUTY:	
	(6) DETAINEES AT BCIHC	
0025	Room check completed by detainees accounted for.	
0047	Room check completed by ll detainees accounted for.	
0110	Room check completed by detainees accounted for.	
0150	Room check completed by all detainees accounted for.	
0219	Room check completed by tainees accounted for.	
0300	Room check completed by ll detainees accounted for.	
0330	Room check completed by all detainees accounted for.	
0400	Room check completed by all detainees accounted for.	
0405	off site.	
0450	Room check completed by all detainees accounted for.	
0500	ff duty.	
0530	Room check completed by all detainees accounted for.	
0553	arrived at **ACCW**.	
0600	Room check completed by – all detainees accounted for.	
0600	have left **ACCW** and are en route to **FRCC**.	
0608	arrived at **FRCC**.	
0618	inform they have left **FRCC** and are headed to **PRIES**.	
0619	signed in at **PRIES**.	
0630	LI on duty.	
0630	Room check completed by all detainees accounted for.	
	MEDICAL EMERGENCY ON FEMALE SIDE. PARAMEDICS, RCMP, CHRISTIAN LANE AND MIKE HANKE CALLED	
0810	off site with (2) males to PRIES.	
0819	(2) BSO and 1 interpreter on site.	
0830	LANE on site.	
	20 DEC 13	
	ON SHIFT: I	
	(3) DETAINEES ON SITE	
1105	Breakfast reserved to detainees	
1123	**MEDICAL**: Paramedics called for) & I (	

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BC IMMIGRATION HOLDING CENTRE
DAILY OCCURRENCES LOG

February 11, 2014 **Time: 13:51:35**

2

TIME	NOTES / OCCURRENCES	INT
1134	**MEDICAL**: PARAMEDICS on site	
1525	(1) RCMP Member off site	
1559	ack on site	
1602	(3) RCMP officers	
1609	arriving at PRIES	
1611	off site – off shift	
1613	off site	
1625	3 dinner meals ordered	
1632	BSO on site	
1835	on site for shift	
1900	**SHIFT CHANGE:** **ON DUTY**	
1921	(	
1933	off site	
1940	called to sign off shift at PRIES	
2042	arrived at ACCW	
2043	on site for shift	
2045	on duty	
2046	leaving ACCW	
2100	off duty	
2103	off site	
2211	back on site	
0000	LOGS COMPLETED AND PRINTED	

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Franklin, Paulette

From: Boldt, Perry
Sent: January 24, 2014 12:29 PM
To: Scoville, Kim
Cc: Sidhu, Sonia; Rice, Kimberly
Subject: FW: Latest and Final IFS version
Attachments: Issue Fact Sheet - Vega Jimenez Jan 13.doc

Categories: BCIHC

This is the last one I have seen, but I know that Catherine was making some additional minor revisions per a comment from Yvette.

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Franklin, Paulette

From: Stark, Graham <Graham.Stark@justice.gc.ca>
Sent: January 17, 2014 07:15 PM
To: Séguin, Marie-France; Scoville, Kim
Cc: MacVicar, Roslyn
Subject: R

Have a great weekend!

Graham

From: Séguin, Marie-France [mailto:Marie-France.Seguin@cbsa-asfc.gc.ca]
Sent: Friday, January 17, 2014 12:48 PM
To: Scoville, Kim <Kim.Scoville@cbsa-asfc.gc.ca>; Stark, Graham
Cc: MacVicar, Roslyn <Roslyn.MacVicar@cbsa-asfc.gc.ca>
Subject: Re:

Marie-France Séguin
Manager and Senior Counsel / Gestionnaire et avocate-conseil
CBSA Legal Services / Services juridiques ASFC
613-946-2511

PROTECTED - Solicitor-Client Privilege / PROTÉGÉ - Secret professionnel de l'avocat

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Scoville, Kim
Envoyé : Friday, January 17, 2014 12:39 PM Eastern Standard Time
À : Séguin, Marie-France; 'Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca)' <Graham.Stark@justice.gc.ca>
Cc : MacVicar, Roslyn
Objet : RE:

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Franklin, Paulette

From: MacVicar, Roslyn
Sent: January 31, 2014 11:03 AM
To: Scoville, Kim
Subject: Re: Statement - BCIHC

Please review the fact sheets...can't read...who produced those? Programs?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Friday, January 31, 2014 10:55 AM Eastern Standard Time
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Subject: RE: Statement - BCIHC

I like it.

From: MacVicar, Roslyn
Sent: January 31, 2014 7:53 AM
To: Scoville, Kim; Dyck, John; Boldt, Perry
Subject: Fw: Statement - BCIHC
Importance: High

Comments?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 10:39 AM Eastern Standard Time
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC

Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

“There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

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While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Tks

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM
To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

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"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 05:59 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John
Cc: Boldt, Perry
Subject: Agence Fance Presse Montreal -- Media Query AFP on YVR Case

Importance: High

FYI only Roz and Kim,
Same lines used previously, nothing new. Thank you
bb

REACTIVE

Media: Agence France Presse Montreal
Contact: @afp.com
Issue: YVR case
Deadline: asap

Question: seeking any information you can provide about a Mexican woman who died in CBSA custody.

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About Detention:

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

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Canada Border Services Agency | Agence des services frontaliers du Canada

PROTECTED B

For information

MEDICAL INCIDENT AT THE BRITISH COLUMBIA IMMIGRATION HOLDING CENTRE

For the President

PURPOSE

To provide a status report on the Canada Border Service Agency's (CBSA) operational review of the medical incident that occurred on December 20, 2013, at the British Columbia Immigration Holding Centre (BCIHC).

ISSUE

While awaiting deportation by the CBSA, a female detainee at the BCIHC attempted to take her life, and subsequently died as a result of her injuries on December 28, 2013 at a local hospital in Vancouver, British Columbia (BC).

Following the incident, the CBSA immediately initiated an internal review of its operations. In addition, a National After-Incident Working Group was established to provide procedural and infrastructure recommendations with respect to the detention program at the BCIHC and immigration holding centres throughout the Agency.

BACKGROUND

Ms. Lucia Dominga Vega Jimenez, a citizen of Mexico, was brought to the BCIHC at the Vancouver International Airport on December 19, 2013, to await her scheduled removal from Canada on The BCIHC is a small CBSA-leased facility located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours.

While in CBSA custody at the BCIHC, Ms. Vega Jimenez attempted to take her life, and died as a result of her injuries at Mount Saint Joseph Hospital in Vancouver, BC on December 28, 2013.

Upon notification to senior management of the December 20, 2013 incident at the BCIHC, a formal process was undertaken to provide information to external stakeholders that included the

Canada

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Canadian Red Cross, the Mexican Consulate, the Royal Canadian Mounted Police (RCMP) and British Columbia Corrections.

The RCMP immediately commenced a criminal investigation and concluded on January 28, 2014, that no criminal offence had occurred. Concurrently, the BC Coroners Service served the CBSA with an Order to Seize pursuant to the *British Columbia Coroners Act* on January 3, 2014.

Internally, regional CBSA officials participated in a review of the incident and our operational response. As noted above, a National After-Incident Working Group has been established to identify procedural and infrastructure improvements with respect to the detention program at the BCIHC, recognizing that there may be implications for other holding centres across the country.

STATUS

The National After-Incident Working Group leads have been identified as Ms. Lesley Soper, acting Director General of Enforcement and Intelligence, Programs Branch and Mr. Pierre Giguère, Director General of Security and Professional Standards Directorate. The working group is comprised of representation from all parts of the Agency, including national headquarters, other regions and Pacific Region operations. The scope of the review includes consultations with national and provincial partners.

NEXT STEPS

The CBSA Pacific Region will continue to fully cooperate with the BC Coroners Service. Once the Coroners' investigators have reviewed the facts, the circumstances and issues surrounding the death, a decision will be made regarding an inquest.

The National After-Incident Working Group will table its review and recommendations in a report for the President. This report will be provided to you on February 28, 2014.

_____
Martin Bolduc, Vice-President
Operations Branch

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 08:13 PM
To: MacVicar, Roslyn; Scoville, Kim; MacKillop, Ken; Jarrette, Amy; Dyck, John; Boldt, Perry; Gray, Yvette-Monique; Clarke, DougC
Subject: FINAL for the day Media Coverage

Categories: BCIHC

Here is the final media roll up (no new media articles). I expect more coverage on evening news tonight.
bb

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful

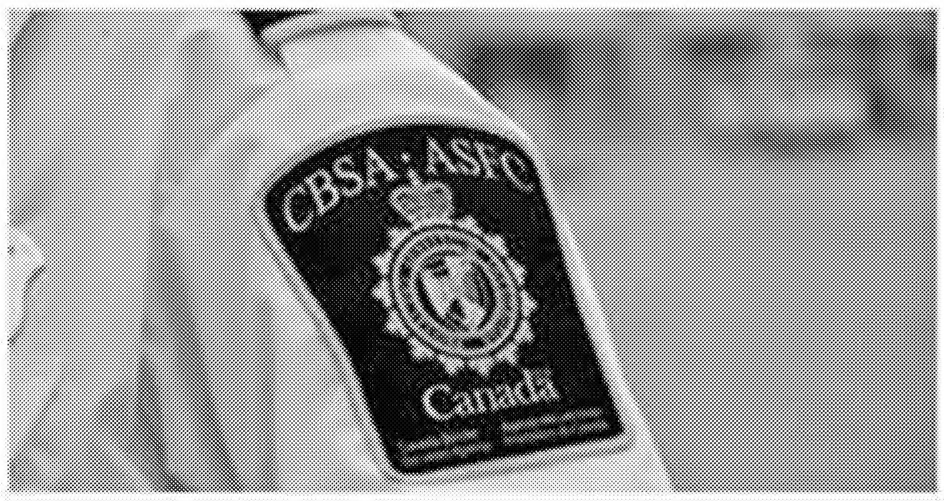
http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamono like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Kamyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

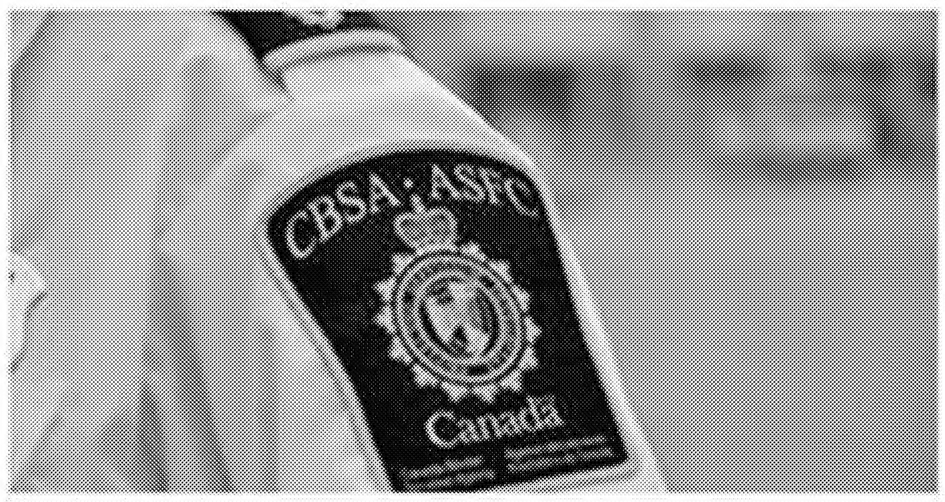
Reclaim Turtle Island
Community

No One Is Illegal Montréal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
5 hours ago

Migrant woman dies in-custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.

Like · Comment · Share 2

Fernando Wolf likes this.

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Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
6 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
9 hours ago

Luca Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grise), dying by suicide (we remember the Walji family, Habtom Kibraeb, Hossein Bujani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
cbsa.cance.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
8 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Luca Vega Jimenez

Mexican woman dies in Border Services custody
Vancouver.24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Like · Comment · Share 16

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
20 hours ago

http://www.youtube.com/watch?v=zy2PkOU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.315.1255 Toll-free: 866.853.9707 Fax: 613.421.2208 http://www.justicefordeepan.org/

Like · Comment · Share

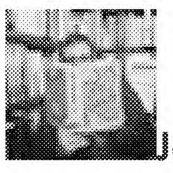
Janeka Titanium Milay, Gee Tee, Stanislav Kupferschmidt and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
Yesterday

Documentary on SB 1070 in Arizona

TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

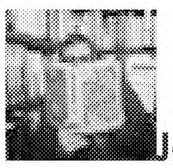
I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

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2. **SFU Media Relations** @sfupamr 50m

#SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

Expand Collapse

3.  **Josh Labove** @jlabove 59m

The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

Expand Collapse

- Report Tweet

4.  **Josh Labove** @jlabove 1h

MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story

 **Helena Handbasket** @MyPetGloat 19 hrs

Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

The Vancouver Sun @VancouverSun 21 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

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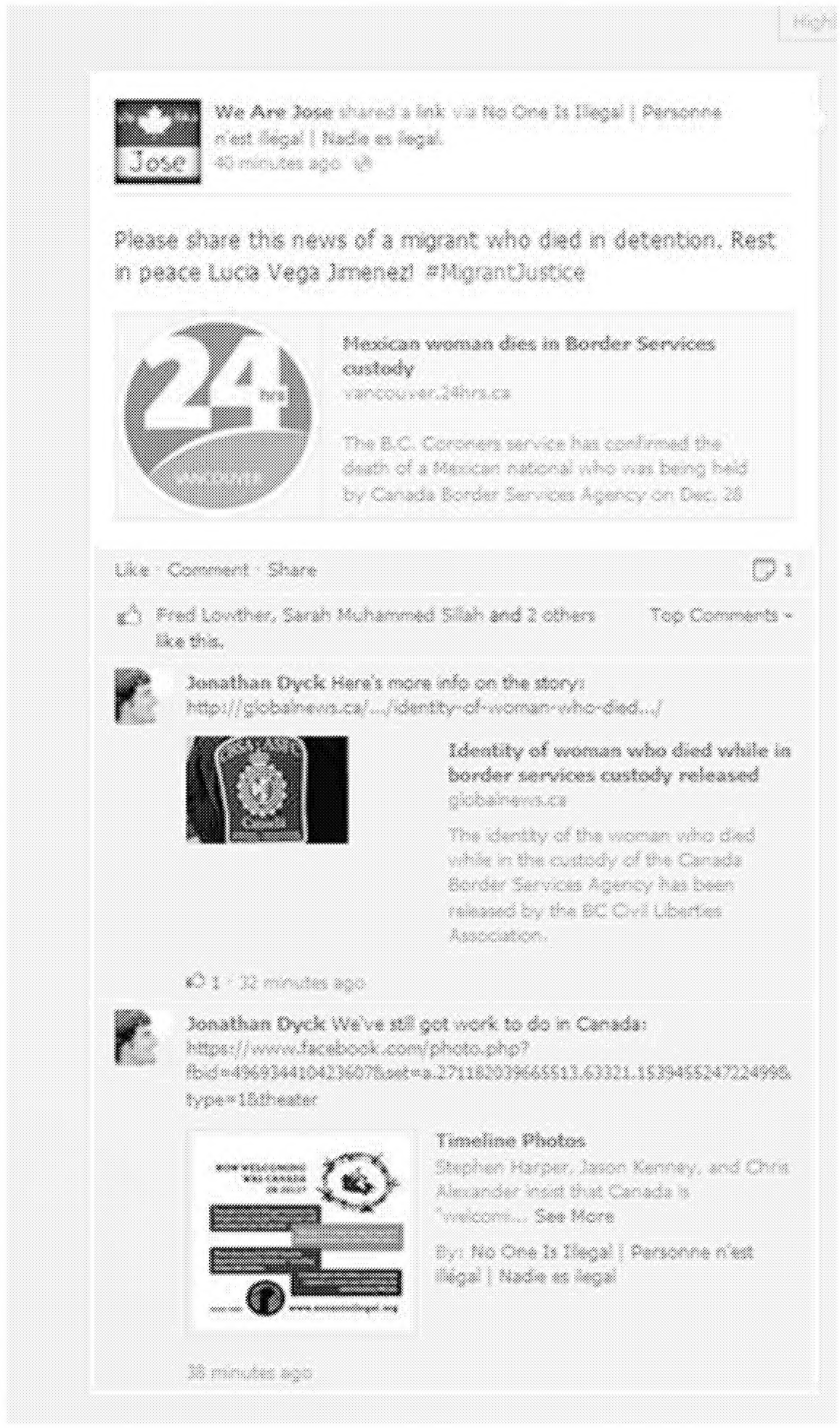
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

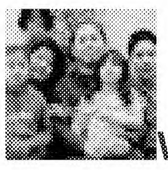
Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

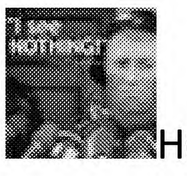
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TWITTER (as of 3 pm PST)

1.  **We Are Jose** @wearejose 9 mins

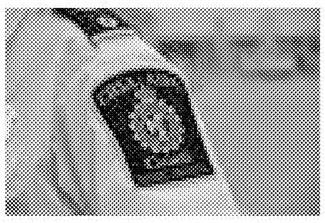
Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley



Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

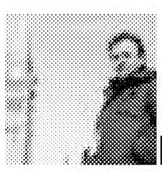
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, **Vancouver Sun**, **24 Hours**; **The Huffington Post**; **Global News**; **Globe and Mail**; **Metro News**; **CBC** ; **CTV**; **Bay Today**; **Canoe**; **News 1130**; **Toronto Sun**; **Calgary Herald**; **Edmonton Journal**; Edmonton Examiner

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Franklin, Paulette

From: Gray, Yvette-Monique
Sent: January 24, 2014 04:21 PM
To: Scoville, Kim; MacVicar, Roslyn
Subject: FW: Coroner and RCMP Release Lists
Attachments: Coroner Release.docx; RCMP Release.docx

Categories: BCIHC

Sent to Perry yesterday.
Yvette

From: Anaka, Jennifer
Sent: January 23, 2014 4:19 PM
To: Boldt, Perry
Cc: Gray, Yvette-Monique; Deans, James; Lane, Christian; Clarke, DougC
Subject: Coroner and RCMP Release Lists

Hi Perry,

Attached are the release lists for the Coroner and the RCMP, edited as discussed. I've added the items that were released to the RCMP on the day of the incident and have amended the 'phases' for the Coroner, as well as adding the video footage to Phase 2.

Please let me know if you think it requires any further changes or if you require anything else.

Thanks,
Jen

Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 07:58 PM
To: Boldt, Perry; Dyck, John; MacVicar, Roslyn; Scoville, Kim
Subject: FW: For Urgent Approval: Media Queries YVR Case

Email issued to those media who called in today only.
bb

REACTIVE QUERIES:

Media:
CBC - @cbc.ca
CTV – @bellmedia.ca , @ctv.ca
Global · @globalnews.ca
Vancouver Sun – @postmedia.com; @vancouversun.com
Agence France Presse (seeking any further updates as they come) afpmontreal@afp.com

Issue: Seeking latest CBSA update on the case (vigil being held today for Lucia Vega Jimenez….)

Deadline: asap (many of them need info by 5pmPST at the very latest)

RESPONSE:

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

"First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publicly reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre.

Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual.
Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately, and notified other independent organizations including the Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will be able to release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

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The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by independent organizations.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

-30-

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Franklin, Paulette

From: Dyck, John
Sent: January 30, 2014 03:50 PM
To: Scoville, Kim; MacVicar, Roslyn
Subject: FW: Media Call: Vancouver Sun Reporter
Attachments: SPA-VAN1-1214013012070.pdf; SPA-VAN1-1214013012070.pdf

Categories: BCIHC

fyi

From: Bolton, Bernée
Sent: January 30, 2014 12:38 PM
To: Jarrette, Amy; Carnadin, Amitha; Wudel, Stefanie; Boldt, Perry; Dyck, John; Clarke, DougC; Lane, Christian
Subject: FW: Media Call: Vancouver Sun Reporter

So Matt Robinson, Van Sun has received this information . It states some details we will tweak our lines

---

From: Derek Wolff [mailto:Derek.Wolff@pwgsc-tpsgc.gc.ca]
Sent: January 30, 2014 12:12 PM
To: Bolton, Bernée
Cc: Media
Subject: Media Call: Vancouver Sun Reporter

Hi Renee: As discussed on the phone, below is the call we received from the Vancouver Sun reporter and the solicitation that is posted on Merx that I'll be sending him.

Derek

Derek Wolff
Senior Communications Advisor | Conseiller principal en communications
Pacific Region | Public Works and Government Services Canada
Région du Pacifique | Travaux publics et Services gouvernementaux Canada
Suite 641, 800 Burrard Street, Vancouver, British Columbia V6Z 2V8

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www.pwgsc.gc.ca

Follow us on Twitter at http://twitter.com/PWGSC_TPSGC.

Suivez-nous sur Twitter à http://twitter.com/TPSGC_PWGSC.

Hi Renee: As discussed on the phone, below is the call we received from the Vancouver Sun reporter and the solicitation that is posted on Merx that I'll be sending him.

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derek.wolff@pwgsc-tpsgc.gc.ca
Telephone | Téléphone : (604) 775-6849 ¦
Facsimile | Télécopieur : (604) 775-6846

From: (Vancouver Sun)

Sent: Wednesday, January 29, 2014 7:38 PM
To: 'media@tbs-sct.gc.ca'
Subject: Media Request re: Proposed Procurement

Hi there,

I'm looking to get a copy of a tender that went out a few years back. Pardon my wording if that term is not accurate, so I'll explain:

What I'm looking for is the full text of a Notice of Proposed Procurement with Reference Number PW-$XSB-015-5531, Solicitation Number 47890-108010/A.

It's the one that was awarded to Genesis at $6.24 million, with contract number 47890-108010/001/XSB.

The document would include details about the kind of work that the government will receive in return for the $6 million it is now paying.

This info appears available to members of the public who are MERX users, but I am not one. Is this something you can provide me?

Thanks,
Matt

Vancouver Sun

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 29, 2014 08:09 PM
To: Dyck, John; Scoville, Kim; MacVicar, Roslyn; Boldt, Perry; Jarrette, Amy; Stokes, Mark; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Coverage - Jan 29 evening update

Final for this evening.

BB

Lucia Vega Jimenez Death In CBSA Custody Sparks Petition
CP | By Vivian Luk, The Canadian Press Posted: 01/29/2014 1:22 pm EST | Updated: 01/29/2014 7:09 pm EST

VANCOUVER - Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers. Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre. Vega Jimenez was removed from life support a week later with her family present, Coroner Barb McLintock said in a written release. News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner. "It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday. Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company. "It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said. Paterson said his group finds the whole incident very troubling. "Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?" McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport. In a written news release, the group No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation. Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said. No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency. CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement. The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said. "The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement. Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital. "I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said. McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature. Both BC Civil Liberties Association and No One Is Illegal are calling for an

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independent civilian inquiry. Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. "Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal. Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson. "You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service." The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years. "Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi. A vigil to honour Vega Jimenez is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver. **Vancouver Sun; Huffington Post**

Petition Signatures (as of 5pm): 818 signatures

Lucia Vega Jimenez arrested over fare before death in CBSA cell
Advocacy group says Vega Jimenez was working at a Vancouver hotel before arrest over transit ticket
CBC News Posted: Jan 29, 2014 1:17 PM PT Last Updated: Jan 29, 2014 3:23 PM PT
News of Lucia Vega Jimenez's death in December, after being found in medical distress in an immigration holding cell at Vancouver International Airport, has angered many in international and local communities. After some details surrounding the 42-year-old's death were made public Tuesday, almost a month after she died, Vancouver-based advocacy group No One Is Illegal launched a petition calling for a full, independent civilian inquiry into her death. A written release from the group said Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group said it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. By midday Wednesday, nearly 500 people had signed the petition. The petition, which also calls for a comprehensive review of migrant detention policies, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. No One Is Illegal said it is also planning a vigil to honour Vega Jimenez on Friday afternoon in front of the CBSA offices in downtown Vancouver...**CBC**

Lucia Jimenez's death in CBSA custody raises questions
Civil liberties advocate wonders why Canada Border Services Agency took so long to notify public
CBC News Posted: Jan 28, 2014 6:08 AM PT Last Updated: Jan 29, 2014 12:15 PM PT
(with video)
The B.C. Coroners Service is investigating the death of a 42-year-old woman from Mexico who went into medical distress while being detained by Canadian border officials at Vancouver International Airport last month.
Lucia Vega Jimenez died in hospital eight days after emergency crews were called to the airport to attend to her.
Coroner Barb McLintock said the woman had been in the custody of the Canada Border Services Agency for a few days and was transferred to the cells at the B.C. Immigration Holding Centre on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
'Why has it taken a month for any of this news to come out?'- Josh Paterson, B.C. Civil Liberties Association
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died, several days later, on Dec. 28.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.
McLintock said the B.C. Coroners Service is considering the incident an in-custody death, but couldn't yet say how the woman died, or comment on whether it was a case of suicide.

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"We're just not going to comment on cause or classification at this point in time," she said.
Karla Lottini, is a freelance journalist from Mexico, has been following the news of Jimenez's detainment and death closely. She told CBC News that being on the verge of deportation can make people desperate.
"It's like you are not wanted, like you don't belong, like you don't deserve to stay in a safe place," she said.
Josh Paterson, with the B.C. Civil Liberties Association, questioned why Jimenez's death was only made public now.
"Well there isn't enough oversight for CBSA," Paterson said. "There is no public complaints mechanism. There is no independent civilian investigation for incidents like this. Why has it taken a month for any of this news to come out?" CBC

When a CBSA detainee dies, questions linger

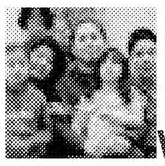
SFU

I was interviewed on several media outlets (News 1130, Global BC1, CKNW) as news broke that a foreign national detained by Canada Border Services Agency at Vancouver International Airport died while in the Agency's custody last month. In particular, I ask whether or not the border is a Charter-free zone, and to what extent transparency and due process can be part of immigration enforcement programs. My research investigates the legal ambiguity of the border and the way such a space is utilized as a security tool. When an individual dies in the space of the border, answering the question, "where are they?" becomes increasingly complex. A few discoveries in this case warrant further discussion and investigation: The detainee had applied for refugee status, but was denied and scheduled to be returned to Mexico. When she attempted suicide, she was transported to a Vancouver hospital where she ultimately passed away. This raises more questions about Canada's commitment to refugees and humanitarian migration. I along with many others have suggested refugee claims have taken a back seat to economic migrants–if a woman would rather die than return home, we need to be asking some tough questions about how a 'well founded fear of persecution' was not clearly demonstrated. Detention services were at least partially subcontracted to a private firm, Genesis Security. They run the ever-problematic Downtown Ambassadors program as well as serving as mall cops and nightclub bouncers–but the role of subcontractors in detention combines market-based frugality with an attempt to obfuscate law. More conversation and research is needed to hold subcontractors accountable for the work they do as and on behalf of peace officers like the Canada Border Services Agency. The use of detention pre-emptive to admission to Canada creates legal challenges for the way the Charter and rights of due process are administered. While there is precedent to suggest that a CBSA detention centre is Canada for Charter claims, there are increasingly arguments that the border (and the detention centres within its midst) are then not Canada and the people contained within it are potentially not subject to Canadian law, nor are they afforded the right of counsel or consular services. (Note, this is not my argument, but an argument that is utilized to maintain immigration enforcement programs outside of the realms of Canadian jurisprudence.) The CBSA never informed the media, the consulate of Mexico, or the public in any meaningful way that this death had occurred and it was only upon the case being referred to the BC Coroner's Service did answers begin to surface. This points to an organization that is hostile to transparency by design. While we have long claimed that transparency was somehow not in the interest of safety, cases such as this one should force a reevaluation. Immigration law is not criminal law but increasingly immigrants and refugee applicants are enduring experiences that look more like the criminal system. Notably, detention in the US, Canada, and the UK has evolved from accommodation to look and feel more like prisons. Often detention occurs in prisons or jails and in the US and UK, the largest prison contractor is the largest supplier of bed space for immigration needs as well. There are handcuffs and steel bars–but the detainees have not committed a crime. An unsuccessful refugee applicant, for instance, has not committed a crime, but will be placed in

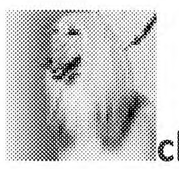
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material conditions that are akin to the way we treat criminals. The result has been conflating 'migrant' with 'criminal'–this has stifled immigration debates in the U.S. for far too long.

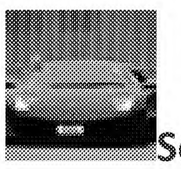
TWITTER

1.  **We Are Jose** @wearejose 31 mins

   Remind @MinStevenBlaney & the #CBSA about #HumanRights - sign the petition: http://noii-van.resist.ca/?p=5744 #not1more #cdnpoli pic.twitter.com/5ot72JzMVu

2.  **cheena1** @cheena1 46 mins

   Lucia Vega Jimenez arrested over fare before death in #CBSA cell http://fw.to/OtxcJFJ #cdnpoli #immigration #HeilHarper #Evil RT #nocpc

3.  **Scott Jordison** @Scott_Jordison 1 hr

   @CBCVancouver Heard little on this story, and again there needs to be a supervisory area of CBSA other then higher ranked agents. #CBSA

4. News 1130 **News1130** @News1130radio 1 hr

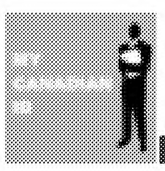
   Coroner confirms woman in #CBSA custody attempted suicide http://dlvr.it/4pfyQB

1.  **We Are Jose** @wearejose 8 mins

   #EndMigrantDetention & hold the #CBSA accountable: Petition & Vigil http://noii-van.resist.ca/?p=5744 #not1more #bcpoli #vanpoli pic.twitter.com/5ot72JzMVu

2. News 1130 **News1130** @News1130radio 20 mins

   BREAKING: @bccoroners confirms woman who died while in #CBSA custody last month had attempted suicide before being taken to hospital.

3.  **MY CANADIAN ID** @MyCanadianID 59 mins

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Vigil planned for #Mexican woman who died while in #CBSA's custody at #Vancouver airport: http://bit.ly/Mhf2Pb #cdnimm #cdpoli

4.  **Jacob Parry** @jcbcp 1 hr

scariest part of Lucia Vega Jimenez's death: she was arrested by transit police for unpaid bus ticket-then transfered to #CBSA custody #YVR

5.  **Jacob Parry** @jcbcp 1 hr

Tragic, enraging- detained Mexican migrant dies in #CBSA custody at #YVR, death kept secret for over a month. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

6.  **Rod Mickleburgh** @rodmickleburgh 1 hr

Why does the non-accountable, non-communicative Canada Border Services Agency have so much power? #cdnpoli #cbsa a bad situation

1.

2. SFU **Simon Fraser Univ.** @SFU 25 mins

RT @jlabove: My take on the #CBSA detainee death: http://i.sfu.ca/ubfCiv #SFU

3. News 1130 **News1130** @News1130radio 3 hrs

Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

4. BC CLA **BC Civil Liberties** @bccla 3 hrs

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

5.  **Eva Salinas** @eva_sita 4 hrs

heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd

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6.  **AdrienneTanner** @AdrienneTanner 4 hrs

Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

The Vancouver Sun @VancouverSun 15 hrs

Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DIVR1 #cdnpoli

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From: Wudel, Stefanie
Sent: January 29, 2014 11:21 AM
To: PAC, CBSA-Communications
Cc: Carnadin, Amitha
Subject: Media Coverage - Jan 29 morning update

Morning Media Summary

Petition and vigil to mourn death of woman in CBSA custody
The petition has been authored by the group No One Is Illegal
The Canadian Press January 29, 2014 10:35 am

VANCOUVER – Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.
It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation.
The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. News 1130; Montreal Gazette ; Info Tel; Yahoo ; Vancouver Sun

CBSA detention can be a political no-man's-land

Woman's death after being held in custody highlights need for more oversight
Investigation sought after visitor dies in custody of border services agency
Woman dies while in custody of Canada Border Services Agency
Canada's border agency enlisting informants, prompts internal review
VANCOUVER (NEWS1130) – The details still aren't clear about why a woman died after being held in custody by Canada Border Services agents at the Vancouver International Airport. The woman was held for several days and then taken to hospital with a medical emergency where she later died. Security expert Josh Labove with SFU says being in CBSA

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custody is a grey area, or as he puts it, a political no-man's-land. "The issue in the meantime is that you're not really in Canada, and, you're not in the place that you left. So consular privileges don't extend to you either." Labove says unlike police detention, there is no clear oversight. "The transparency and the openness of the care they (CBSA) are providing I don't think is particularly clear or honest or forthright." Once you're arrested you're usually read your rights meaning you're given certain privileges under the Canadian Charter. It's a little different if you're held by the CBSA at a point of entry says Labove. "Just because we've landed at the airport, doesn't necessarily mean we have all the rights and privileges of being in Canada." That can leave detainees in that grey area.
"And when the Charter doesn't cover them, then due process and the rights and privileges we associate with Canadian criminal procedure or civil procedure don't apply." The CBSA won't comment on the case other than to say it is co-operating with a police and coroner's investigation.
The BC Coroner's office has confirmed the woman was a Mexican citizen. News 1130

Mexican woman who died after CBSA arrest hung herself rather than be deported

'It's a very lonely, isolated place out there,' immigration lawyer says of YVR holding cells

A Mexican woman desperate to remain in Canada hanged herself in the Canada Border Services Agency holding cells of Vancouver International Airport rather than face deportation. Lucia Vega Jimenez, 42, used a shower curtain to strangle herself on Dec. 20, a day after being placed in the stark holding facility. She died eight days later at Mount St. Joseph's Hospital in Vancouver. She left no suicide note. Vega Jimenez had previously made a refugee claim in Canada that was rejected in 2010. It is not known whether she was deported, but she was back in Canada shortly before Christmas when she was picked up by Transit police. She had not paid her bus fare and when police learned of her identity, they called Border Services, said Father Eduardo Quintero, the priest who administered her last rites. "She was being deported at the airport and she took her own life," Quintero said. He did not know Vega Jimenez but was contacted by her family in Mexico when they found out she was dying. They wanted him to visit the hospital, anoint Vega Jimenez and provide spiritual comfort to her sister Martha, who had travelled from Mexico to be by her side.
She had no contact with relatives in Mexico or friends in Vancouver while in detention, according to Quintero. Immigration lawyer Phil Rankin said lawyers are not allowed to visit YVR's holding cells, which are run by the Canada Border Services Agency, and in 15 years he has only been able to get in once. "It's a very lonely, isolated place out there," he said. "No one gets in or out. It's very impersonal, very secure (and) very private. There's no John Howard Society, no visits from family or lawyers. They want to move these people without fuss or muss. There's no oversight by non-officials." Rankin said if someone was distraught, there would be little opportunity for an outsider to come to their aid. Josh Paterson, executive director of the B.C. Civil Liberties Association, said the watchdog is "very troubled" by the death in custody. "We have a lot of questions and very few answers," Paterson said. "Nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?" There is no independent oversight of the agency's operations, he said, unlike other law enforcement agencies in B.C. A spokeswoman for the Canada Border Services Agency, Amitha Carnadin, refused to answer Vancouver Sun questions emailed to her regarding the policies and procedures in place at the YVR holding cells. Nor would she confirm which security agency is contracted with CBSA to work there. Carnadin said Richmond RCMP investigated and determined the matter was not criminal in nature. "The health and safety of those in our care is of paramount concern," Carnadin said in an email. "We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life." The national vice-president of the Customs and Immigration Union said he was "shocked" to hear about the death, via the media. "None of my members (federal law enforcement officers with CBSA) are involved in this case," said Jason McMichael. "(Vega Jimenez) was not in my members' custody. I can only speculate she was in the custody of the contractors.
"I should have been briefed by the CBSA, but that is their prerogative." Rankin said he assumes the private security contract CBSA has at the airport is with Genesis Security, since that firm also does the CBSA contract for the immigration holding cells at 300 West Georgia in Vancouver. But, Rankin added, when he visited YVR's holding cells recently, it was very clear to him that federal corrections officers from CBSA were in charge and the security staff, likely from Genesis, were not doing anything without their oversight. Calls to Genesis Security's president and vice-president were not returned. News of Vega Jimenez's death one month ago was only made public Monday. Neither the CBSA nor the B.C.

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Coroners Service would say how Vega Jimenez died or provide any information about the circumstances of her death. "The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing," Carnadin said. Coroners Service spokeswoman Barb McLintock said she couldn't confirm the cause of Vega Jimenez's death or even its classification. McLintock said it's also not yet known whether a coroner's inquest will be held. Rankin said he believes a coroner's inquest is necessary, particularly since the case could shed light on what goes on at YVR holding cells given the lack of civilian oversight. Quintero said he believes it would be helpful if priests could regularly visit people in detention at YVR. While he was a priest in Mexico, he said, it was common for him to visit immigration centres there to provide spiritual support to detainees. Vancouver Sun

COMMENTS (as of 11:20 am PST)

Miriam Berman · Top Commenter · University of British Columbia
inmates are supposed to be checked every 15 min while in custody... these checks were not done or she would be alive today... there are cameras in the cells and the officer must keep a written log of every check
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
She hung herself in the shower, there are no cameras there! How long do you think it takes to hang oneself? Not 15 minutes, that's for sure!
Reply · 1 · Like
Top of Form

Corrie Cullen · Burnaby South
people die every day, why do we have to pay for babysitting, cbsa does a great job

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
I knew Genisis Security looked after CBSA's transports, but not look after lockup facilities. This is just to save money, in either case the Police Act does not apply as Genesis Security are not police officers and The CBSA is federal. The suicide was a definite in custody, and by not saying anything the CBSA brass have cast suspicion on the death. Why??? By the way, the lockup facilities from what I saw, certainly do not look stark to me. There is absolutely no reason to answer not to answer some simple questions as to the name of the victim and the apparent method of death. Unless the person displayed suicidal tendencies I doubt there can be much criticism, except for being dumb and not notifying the public. And of course the BC liberties association is up on their soap box!
Reply · 1 · Like

Jordan Wong · Top Commenter · The University of British Columbia (UBC)
You mean the dungeons underneath the hotel? They're pretty stark. At least there's some human contact in the detention cells in customs secondary.
Reply · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
Jordan Wong Do you work there? Apparently no gets in, not even lawyers. I was just judging by the photo, looked modern and clean to me. It may be underneath the hotel, but it is not one.
Reply · Like

Terry Masson · Top Commenter · Calgary, Alberta
i hope all the clowns who were posting about her having heroin in her body, are you now SUCKING ONE??? not surprized that this happened at yvr,.....we have already watched how they deal with problems there....and then they hid it for a week.....what is the elephant in the room here??...too bad vancouver does not have a real news outlet, with real investigative reporters....there is probably a story here that needs to be told.

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Reply · 1 · Like

Paul Warburton · Top Commenter · Vancouver, British Columbia
Never mind "oversight." This is all about hindsight. Like they say, everybody using hindsight has 20-20 vision. How could CBSA anticipate this woman would (A) be suicidal, and (B) hang herself with a shower curtain? Countless people are placed in holding cells and they don't kill themselves...
Reply · 1 · Like

Ed Reimer · Works at MSA Ford Sales
sincerity hope it dosnt just blow over
Reply · 1 · Like
Kat S · Top Commenter · University of Victoria
For those of you who don't understand what the big deal is...

We, as a society have a responsibility to protect our most vulnerable members - and that includes undocumented migrants. For someone to be detained and deported over a transit ticket is absurd. For a woman to believe that death is a better option than deportation is tragic. And for the CBSA to try to cover it up is absolutely disgusting.
Reply · Like
Top of Form
Bottom of Form
· 16 minutes ago

FACEBOOK

***As of 11:20 am PST 95 people are attending according to Facebook**

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
3 hours ago · Edited

ACTION ALERT: Death of Luca Vega Jimenez in migrant detention

1) If you have one minute, please sign and share this petition:

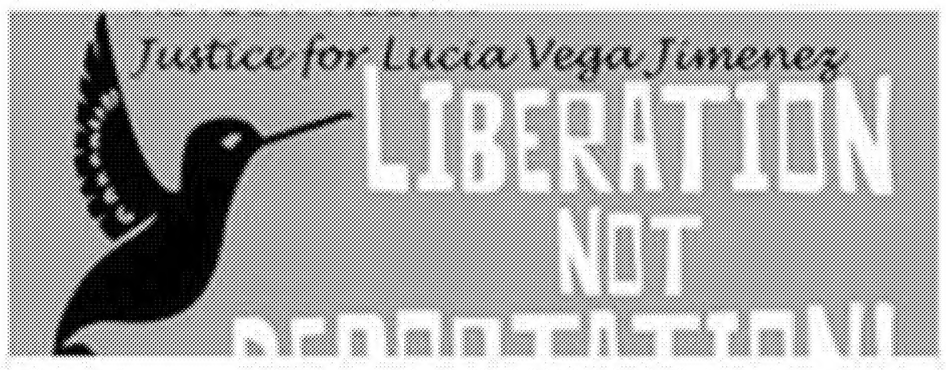
https://www.change.org/en-CA/petitions/steven-blaney-order-a-full-transparent-and-independent-ovlan-inquiry-... See More



Like · Comment · Share 37

Jason Devine, Brittany Lawrence, Shireen Sadi and 13 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
created an event.
4 hours ago



Death of Lucia Vega Jimenez in Migrant Detention
Friday, January 31 at 5:30pm in PST
Online action from anywhere · in Vancouver on Fri Jan 31 at 300 West

TWITTER

1.  **Tatiana Gomez** @GomezLawAvocate 54 secs

Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html … #cbsa #cdnimm

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1. **News1130** @News1130radio 13 mins

Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

2. **BC Civil Liberties** @bccla 18 mins

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

1. **24 hours Vancouver** @24hoursvan 44 mins

Priest alleges Mexican victim's family signed confidentiality agreement http://ow.ly/t3pFb #yvr #vancouver


Eva Salinas @eva_sita 7 mins
heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd


AdrienneTanner @AdrienneTanner 13 mins
Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Jamie Hyland @JamieHyland 28 mins
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/touch/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html?rel=813152 … #CBSA #shame #YVR


Santi Rodriguez, SJ @sayochia 49 mins
Terrible new: Mexican woman who died after #CBSA arrest hung herself rather than be deported. Justice for Lucia! http://www.ottawacitizen.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

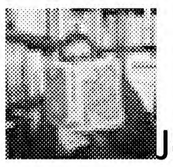

Elise Hahn @elisehahn 1 hr
There must be visibility. There must be transparency. Cloak and dagger politics at the border must end. #JusticeforLucia #Vancouver #CBSA

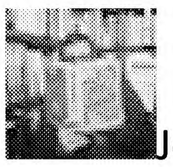
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Elise Hahn @elisehahn 1 hr
The pursuit of #migrantjustice requires dismantling of border controls. We must not permit the #CBSA to determine who lives and who dies.

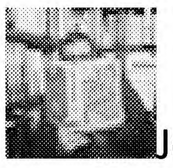

Elise Hahn @elisehahn 2 hrs
Furious does not express my outrage. The #CBSA must be held accountable in the death of Lucia Vega Jimenez. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …


Tatiana Gomez @GomezLawAvocate 2 hrs
Confidentiality agreement in Mexican death: priest | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #cdnimm #cbsa

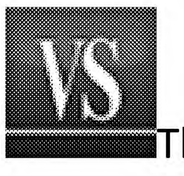

Josh Labove @jlabove 3 hrs
The detainee in #cbsa custody attempted suicide when refugee application was denied, lest there was any doubt of a fear of persecution.


Josh Labove @jlabove 3 hrs
I'm live now on @CKNW talking about the death of #CBSA detainee. Who's in charge?


Joshua Sohn @jbsohn 3 hrs
New details emerging after Mexican woman dies in #CBSA custody http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/ …


Josh Labove @jlabove 6 hrs
The death of a woman in #CBSA custody shows how borders are made into legally ambiguous spaces as a security tactic: http://ow.ly/2aNGEW
from Greater Vancouver, British Columbia

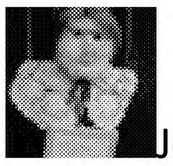

bee @stalecupcake 11 hrs
No lawyers allowed? How is this LEGAL? “@VancouverSun: woman died after #CBSA arrest hanged herself in #YVR cell http://ow.ly/2DlVR1 ”



The Vancouver Sun @VancouverSun 11 hrs

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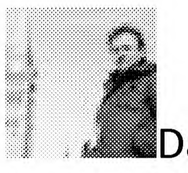
Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli


Joan Rollins @joan_rollins 12 hrs
via @24hoursvan @sumwin10 R proud peaceful nation now the schoolyard bully. BTW #CBSA goons @ YVR Most Unfriendly. Bad vibes 4 Visitors
View conversation Hide conversation


S•A @MenolakGanteng 12 hrs
#CBSA ~ "Cuaca Bogor Sedang Ahhay" •••zZzz..zzZZz..zz
from Bogor Selatan, Kota Bogor Collapse


News1130 @News1130radio 12 hrs
#CBSA detention can be a political no-man’s-land http://dlvr.it/4pKQH3


David P Ball @davidpball 15 hrs
Confidentiality agreement in Mexican woman's #CBSA custody suicide: Priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 15 hrs
Confidentiality agreement alleged in Mexican woman's death in #CBSA custody: Last-rites priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #YVR #Immigration

From: Wudel, Stefanie
Sent: January 28, 2014 5:10 PM

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To: Bolton, Bernée
Cc: St John, Faith; Carnadin, Amitha
Subject: RE: Media Coverage

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, 604.319.8655 (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful

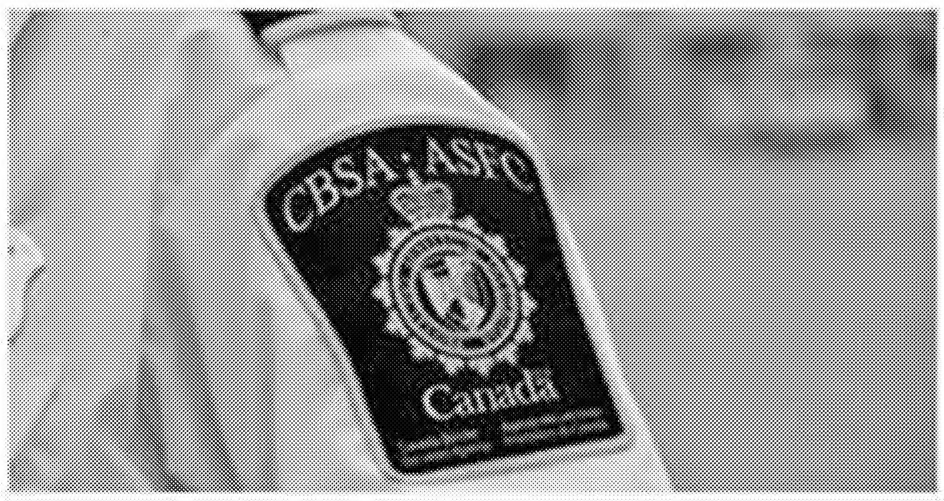
http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamono like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Kamyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

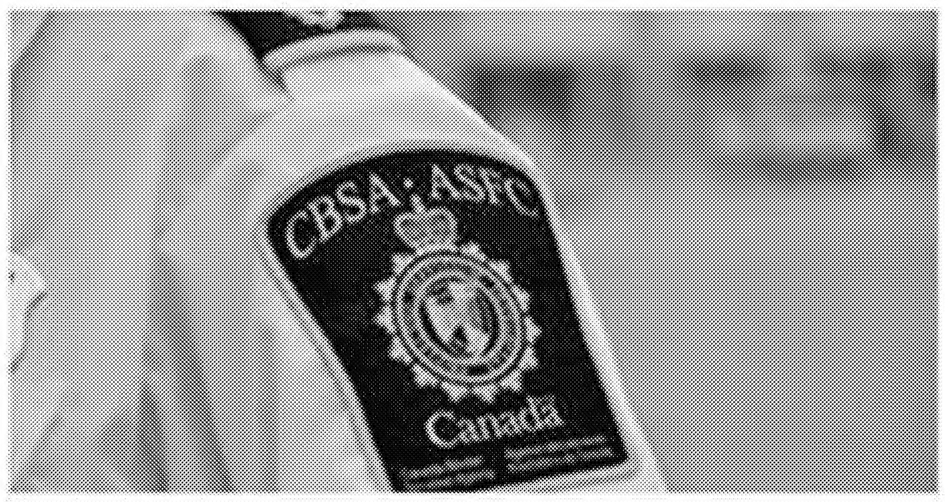
Reclaim Turtle Island
Community

No One Is Illegal Montréal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
5 hours ago

Migrant woman dies in-custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.

Like · Comment · Share 2

Fernando Wolf likes this.

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Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
6 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
9 hours ago

Luca Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grise), dying by suicide (we remember the Walji family, Habtom Kibraeb, Hossein Bujani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
cbsa.cance.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
8 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Luca Vega Jimenez



Mexican woman dies in Border Services custody
Vancouver.24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Like · Comment · Share 16

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
20 hours ago

http://www.youtube.com/watch?v=zy2PkOU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.315.1255 Toll-free: 866.853.9707 Fax: 613.421.2208 http://www.justicefordeepan.org/

Like · Comment · Share

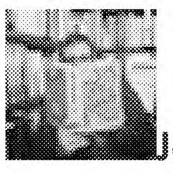
Janeka Titanium Milby, Gee Tee, Stanislav Kupferschmidt and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
Yesterday

Documentary on SB 1070 in Arizona

TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

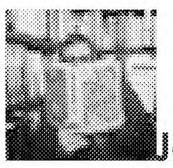
I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

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2. **SFU Media Relations** @sfupamr 50m

   #SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

   Expand Collapse

3. 
Josh Labove @jlabove 59m

   The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

   Expand Collapse

- Report Tweet

4. 
Josh Labove @jlabove 1h

   MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story

   
Helena Handbasket @MyPetGloat 19 hrs

   Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

   Mexican woman dies in border services custody
   The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

   7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

   The Vancouver Sun @VancouverSun 21 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

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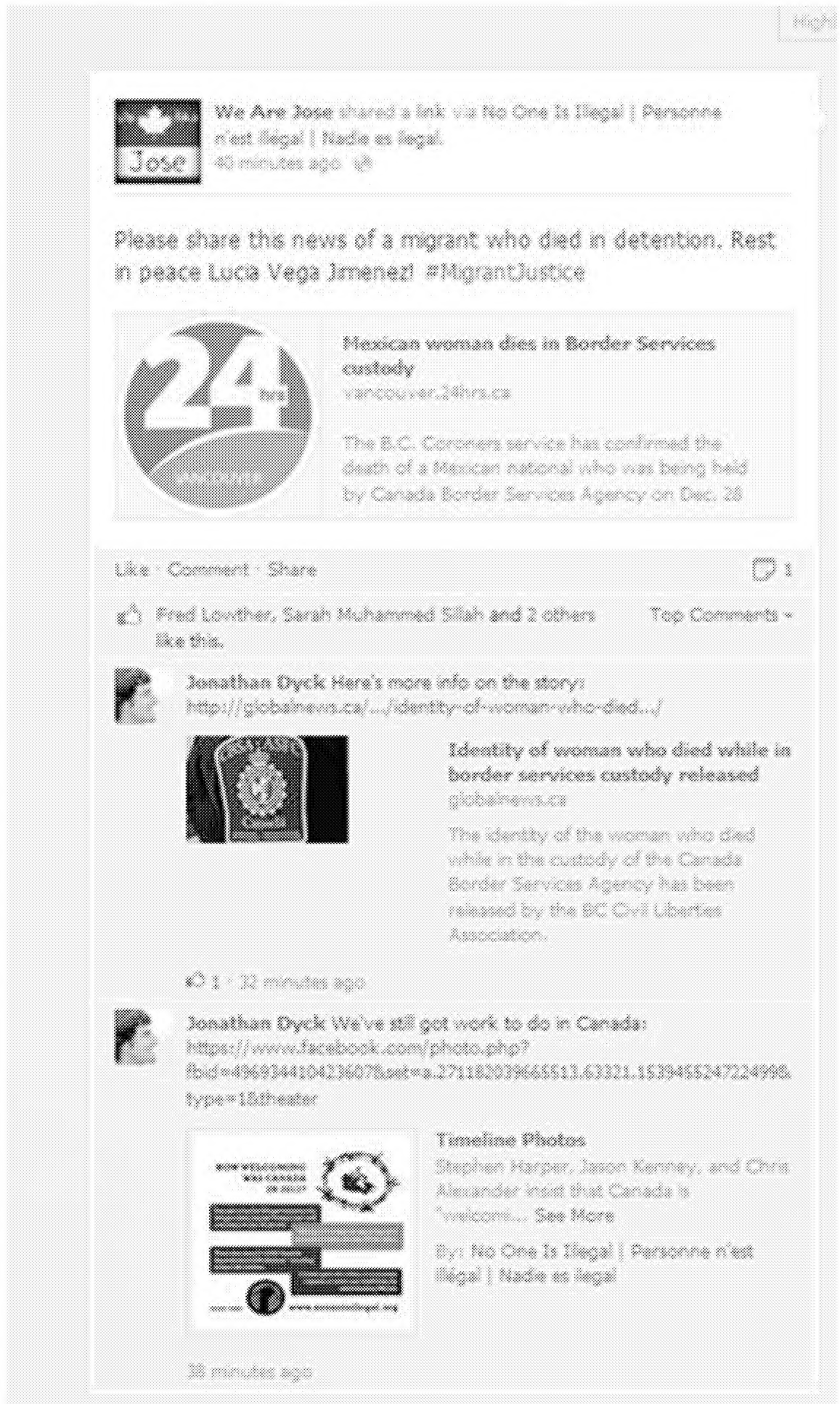
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

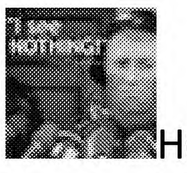
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TWITTER (as of 3 pm PST)

1.  **We Are Jose** @wearejose 9 mins

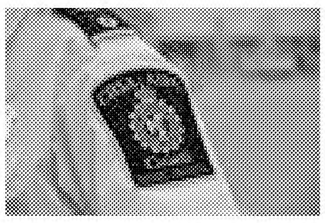
Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley



Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

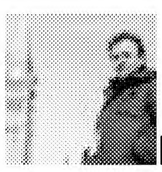
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 08:21 PM
To: MacKillop, Ken; MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry; Jarrette, Amy; Stokes, Mark; Giolti, Patrizia
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage - Jan 31 Update

Evening edition.

Questions abound in death of Mexican national while held in YVR detention (with video)

There are more questions than answers surfacing regarding the in-custody death of Mexican national Lucia Jimenez. While the Canada Border Services Agency is revealing few answers, Global News has learned more about the hours before Jimenez's death from a family friend, who was by her side while she was on life support in the hospital.

"She doesn't have a voice, she's helpless, she's laying there and we can't do anything for her," Yasmin Trejo, a friend of the Jimenez family, said.

This is the reason Trejo is speaking out. She wants to give Jimenez a voice.

Jimenez, a refugee claimant, attempted suicide while detained by CBSA at Vancouver International Airport (YVR) on December 20, 2013. The 42-year-old was about to be deported back to Mexico when she hung herself in a shower stall at the CBSA detention centre at YVR. Eight days later she was taken off life support.

"She had gone about 40 minutes without oxygen before they found her," Trejo said.

"I was in shock, she must have been maybe 5'1", a small-framed woman. So for her to have the strength and the time to be able to do that to herself, she must have gone a long time without anyone taking a peek on her or checking up on her."

A source told Global News that Jimenez was not discovered in her detention cell for almost an hour, however this has not been confirmed.

CBSA is in charge of the holding centre at the airport but it contracts the security to a private firm, Genesis.

So far few questions have been answered – who was responsible for checking up on Jimenez? did she talk to a lawyer? The CBSA isn't releasing any additional information and in a written statement to Global News said:

"The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing."

WATCH: Many questions around CBSA in-custody death

Global News did find out that while in lock-up Jimenez made a desperate call to Trejo's friend.

"She said basically I can't go back [to Mexico], I'd rather be dead," Trejo said.

While in the hospital Trejo spoke with Jimenez' sister, who flew in from Mexico, and told her that Jimenez's life was threatened back at home. When seeking confirmation from the Immigration Refugee Board of this threat in Mexico, the board said it couldn't comment due to privacy issues.

According to Trejo, Jimenez's sister, Marta, did not get any support from the Mexican consulate. Describing the experience as "terrible", Marta told Trejo the consulate did not help to make any arrangements for her to get to Vancouver and even questioned her on why she was bothering to go "when we can just unplug her here and save the expense."

When the Mexican consulate was contacted for comment regarding Jimenez's death and arrangements for her sister, Global News received this written response:

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"As in all cases involving Mexicans abroad, the Government of Mexico, through the Consulate General of Mexico in Vancouver, provided consular protection services to Lucia Vega Jimenez, a Mexican national. The Consulate General also facilitated contact with her family and arranged for her remains to be returned to Mexico.
The Government of Mexico deeply regrets the death of Lucia Vega and has expressed its condolences to her family.
The Consulate General will be attentive to the results of the inquest by Canadian Authorities in this case.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing."
Trejo said she will continue to fight for Jimenez and push for a public inquiry.
"She might have not followed whatever procedure there is when you come here. But I don't think that made her a criminal, it didn't make her a bad person. I think people need to get some sort of answers. We don't want this to happen to anyone else."
This morning a petition was launched to the Minister of Public Safety Steven Blaney, the CBSA, and BC Coroners Service to have a full inquiry and investigation into the death of Jimenez while under CBSA custody.
The petition also calls for independent civilian oversight and a comprehensive review of migrant detention policies…**Global TV; Vancouver Sun**

Death in CBSA custody sparks calls for accountability

Questions remain unanswered about the demise of Lucia Vega Jimenez
Three more groups concerned about the rights of refugees and migrants joined the chorus Thursday demanding more public oversight of Canada Border Services Agency.
The groups say the agency has ducked questions about the death of Lucia Vega Jimenez, a Mexican woman who hanged herself Dec. 20 in CBSA holding cells at Vancouver International Airport. She died in hospital eight days later.
The Canadian Association of Refugee Lawyers, the Canadian Council for Refugees and the BC Civil Liberties Association released a joint statement Thursday condemning the silence.
"There has been no public explanation from the CBSA for what happened, whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her (Lucia Vega Jimenez) care while she was in custody.
"This tragic case underlines the fact that there is absolutely no independent oversight of CBSA to whom the family can seek recourse," the statement said.
The immigration detention centre at YVR is shrouded in secrecy and is the only one of its kind in Canada that does not allow lawyers to visit detainees, added two top Vancouver immigration lawyers.
Doug Cannon, who helped found Vancouver's duty counsel program, to provide legal services to refugees said he was surprised news of Vega Jimenez's death did not surface publicly until this week.
"The fact that someone was in custody (at the YVR detention centre) and died is something that would have gone around quickly (within legal circles). But not a single lawyer knew."
Cannon also said he has only seen the centre while on an official tour and is not allowed to speak to clients there.
Similarly, lawyer Phil Rankin said in 15 years he has also only seen the detention centre one time.
YVR detainees who wish to speak to a lawyer are brought to the immigration holding cells downtown at 300 West Georgia at the convenience of the CBSA. If it is a weekend, they must wait until a weekday.
In some cases the are deported without ever having the opportunity to speak to legal counsel, Rankin said.
"There are no visits from family or friends," Rankin said. "The airport holding cell is considered a transit piont. So CBSA has complete control over who is allowed to enter.
"There's no oversight by non-officials."
The Vancouver Sun requested an interview with Canada's Public Safety Minister Steven Blaney, who is responsible for the CBSA, but was told he would not comment.
Earlier his office released this statement: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners' Service of British Columbia."
The CBSA's media spokesperson for the Pacific region also refused a phone interview and instead requested email questions — only a handful were answered.

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Amitha Carnadin stated, in an email to The Sun, that its detention facilities are "regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United High Commission for Refugees.)"
She also said, "Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation."
In another statement emailed Thursday night around 7 p.m., Carnadin stated that this access is "never denied to detainees, and in person access is routinely permitted."
But Rankin said he would be surprised if the Red Cross or the UNHCR go into YVR's holding cells once a year.
Representatives of the Red Cross and UNHCR did not respond to The Vancouver Sun's requests for comment.
It's not known if Vega Jimenez had asked to speak to a lawyer when she was brought to YVR on Dec. 19.
Yasmin Trejo, who helped interpret for Vega Jimenez's sister Marta when she came to Vancouver, said Martha was treated very poorly by the Mexican consulate.
"They didn't want to help her at all. It wasn't until Martha made the statement she knew her sister died in the hands of the border police did they agree to help her," said Trejo.
"It was terrible. Instead of them (the Mexican consulate) letting her grieve her sister, Marta had to listen to them trying to wash their hands of it."
The Mexican consulate released a statement confirming they paid for Vega Jimenez's body to be returned to Mexico. But spokesperson Patricia de la Maza said the consulate would not answer any specific questions, such as whether a confidentiality agreement was signed between the consulate and Vega Jimenez's sister Martha.
In a statement, the Mexican consulate said, "The Government of Mexico deeply regrets the death of Lucia Vega and has expressed its condolences to her family. The Consulate General will be attentive to the results of the inquest by Canadian authorities in this case."
The three human rights organizations called for the BC Coroners' Service to hold an inquest into Vega Jimenez's death.
The coroner has not yet determined whether an inquest will be held. Vancouver Sun
Also in: **Toronto Star**, **Globe and Mail**, **Metro News**

Opinion Piece: Death behind a veil of secrecy

An editorial states, "We may never know what brought Lucia Vega Jimenez to Canada, but this we do know: She was not a threat to our national security. She didn't attempt suicide in a shower stall at an immigration holding centre at Vancouver airport, and die a week later on Dec. 28, because she was a terrorist. An illegal immigrant? Without question. An architect of her own fate? Well, as much as poverty and desperation can be said to be agents of design, sure. But deserving of that fate? That's another question entirely. Hers was a sad case. She was 42. She was single. She was working here as a hotel chambermaid who, according to her sister, was sending money back to her family on the outskirts of Mexico City. A boyfriend reportedly stole the money she had saved. Even the event that led to her arrest and deportation order was pitiful. She was undone by an unpaid transit ticket. Did she deserved to be deported from Canada? Yes. I won't make the argument that the pathetic quality of her situation deserved special treatment or compassion. But anyone who shrugs and says, "Hey, as regrettable as her death was, them are the breaks," is missing an important point to this story. And that point is, her death has done more to characterize the secrecy and absolute lack of accountability of the Canada Border Services Agency than it did about Jimenez's end." **Vancouver Sun**

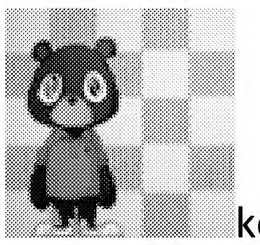
TWITTER

1. **Tomas Urbina** @tomas_urbina 17 mins

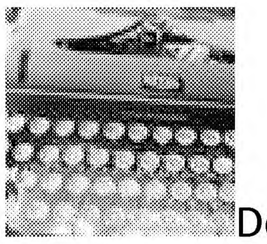
   Miss it? @cbcasithappens' interview with priest who read Mexico's Lucia Jimenez her last rites. Listen: http://www.cbc.ca/asithappens/features/2014/01/31/mexican-woman-commits-suicide-in-custody-of-canada-border-services-agency/ … #yvr

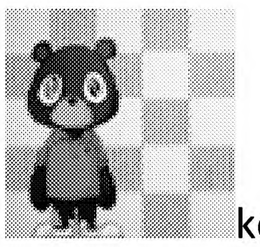
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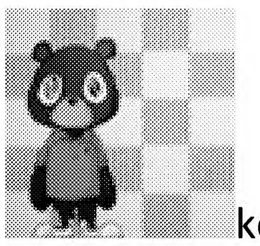

Kathryn Heitmann @klheitmann 1 hr
RT @AmericanShipper: @CanBorder #system upgrade forces changes for #carriers, service providers http://goo.gl/ePkazB #news #CBSA

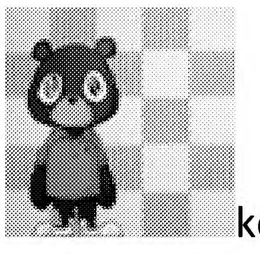

kolekili @kolekili 3 hrs
No more deaths in #detention! | #CBSA #Canada #cdnpoli #immigration | https://www.facebook.com/photo.php?fbid=500585626725152&set=a.271182039665513.63321.153945524722499&type=1&theater ….


John Collison @JohnCollison 3 hrs
Woman who came to work in Canada runs afoul of transit monopoly winds up dead in care of #CBSA scumbags: http://chn.ge/MGb03x #cdnpoli


Doris-Maria Heilmann @111publishing 4 hrs
News of Lucia Vega Jimenez's #death while under Canadian Border Services Agency's #CBSA custody https://www.change.org/


kolekili @kolekili 5 hrs
Death in #CBSA custody sparks calls for accountability | #migration #cdnpoli #noii | http://www.vancouversun.com/life/Death+CBSA+custody+sparks+calls+accountability/9451549/story.html …


kolekili @kolekili 5 hrs
#Mexico woman who died after #CBSA arrest hanged herself rather than be deported | #migration #noii #cdnpoli | http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html ….


kolekili @kolekili 5 hrs

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Sign this petition to demand accountable for #migrant death in #CBSA detention | #migration #noii | http://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death?share_id=AhQsnGzYaC&utm_campaign=twitter_link_action_box&utm_medium=twitter&utm_source=share_petition … via @CdnChange


Joshua Sohn @jbsohn 6 hrs
Mexican woman lived like a "ghost" in Vancouver, was despondent after #CBSA arrest http://shar.es/QmFw9 via @sharethis


Harsha Walia @HarshaWalia 7 hrs
YVR detention, where Luca Veg Jimenez held, only one in Canada that doesn't allow lawyers to visit detainees: http://www.vancouversun.com/life/Death+CBSA+custody+sparks+calls+accountability/9451549/story.html … #CBSA

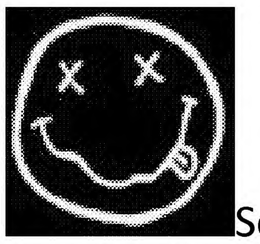

Katie Dorman @KPDorman 8 hrs
Death in CBSA Custody Sparks Calls For Accountability http://www.vancouversun.com/life/Death+CBSA+custody+sparks+calls+accountability/9451549/story.html … #CBSA #cdnpoli #cdnimm #migrantrights


Irwin Oostindie @Dutchphoto 9 hrs
RT @W2Media: Lawyer Peter Edelmann talking about need for civilian oversight of #CBSA and death of Mexican migrant 100.5FM #cdnpoli #bcpoli

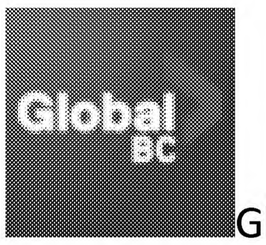
Media Mornings @W2Media 9 hrs
Lawyer Peter Edelmann talking about need for civilian oversight of #CBSA and death of Mexican migrant 100.5FM w2media.ca


Sarah St John @Sarah_StJ 12 hrs
Mexican woman who died after #CBSA arrest hanged herself rather than be deported #cdnpoli http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

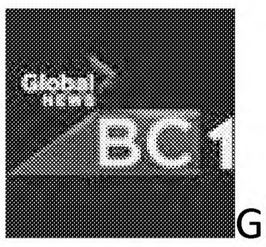
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SonicVision @SonicVision 17 hrs
"@GlobalBC: Questions abound in death of Mexican national while held in YVR detention #inquiry #cbsa http://ow.ly/t8tjn "


Christina Cooke @cjctlc 18 hrs
new blog post on the #suicide of lucia jimenez and the #appropriation of @audrelorde: http://wp.me/p2TYd9-5D #blogchat #CBSA #LGBT

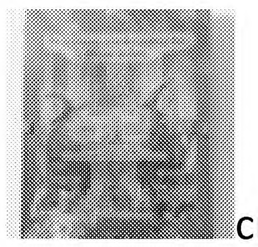


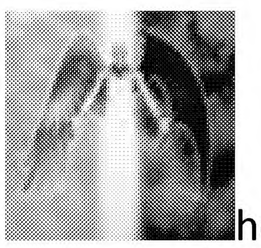
Global BC @GlobalBC 18 hrs
Questions abound in death of Mexican national while held in YVR detention #inquiry #cbsa http://ow.ly/t8tjn



Global News: BC 1 @BC1 18 hrs
Questions abound in death of Mexican national while held in YVR detention #inquiry #cbsa http://ow.ly/t8tjm


Paula Baker @PBeeBaker 18 hrs
Questions abound in death of Mexican national while held in YVR detention #inquiry #cbsa http://ow.ly/t8tg7


critical msvf @TheMsvf 21 hrs
Mexican woman’s death prompts calls for civilian oversight of #CBSA http://www.thestar.com/news/investigations/2014/01/30/refugees_death_prompts_call_for_civilian_oversight_of_border_agency.html … via @torontostar #cdnpoli


homeless dave @homelessdave0 24 hrs
@christyclarkbc∞@pmharper Anger grows against #CBSA after Death #Vancouver #YVR #VANPOLI #BCPOLI #DTES #CDNPOLI #UN http://vancouver.24hrs.ca/2014/01/29/anger-grows-against-canada-border-agency-after-deportation-death …

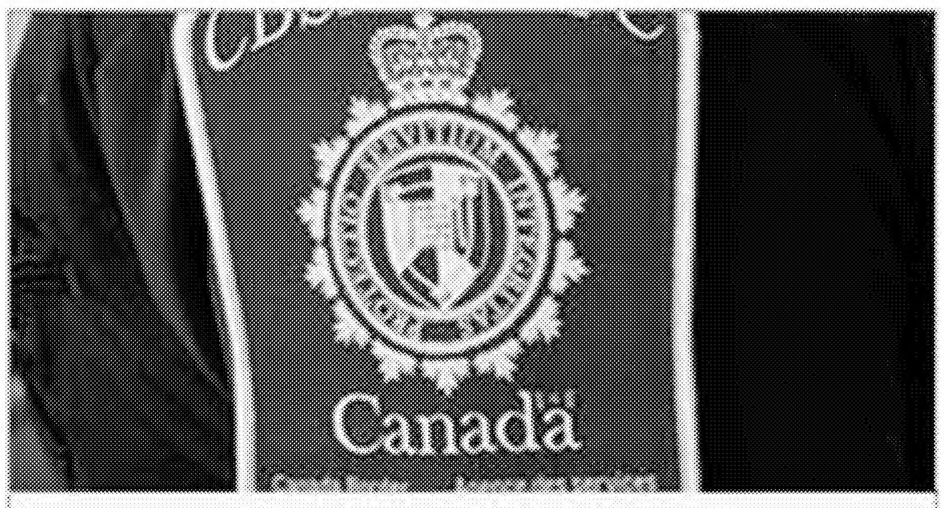
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FACEBOOK

Attendees on Facebook: 304
Petition: 5,035

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3 hours ago

While in lock-up Jimenez made a desperate call to a friend. "She said basically I can't go back [to Mexico], I'd rather be dead," Trejo said.



Questions abound in death of Mexican national while held in YVR detention
globalnews.ca

There are more questions than answers surfacing regarding the in-custody death of Mexican national Lucia Jimenez. While the Canada Border Services Agency is revealing few answers, Global News has learned more about the

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Almost at 3000 signatures, keep it going and keep the pressure on!



Migrant Dignity, not Migrant Death! @MinStevenBlaney @BCcoroner Order a full, transparent,...
www.change.org

Yesterday we confirmed the tragic news of Lucia Vega Jimenez's death while under Canadian

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"The immigration detention centre at YVR is shrouded in secrecy and is the only one of its kind in Canada that does not allow lawyers to visit detainees, added two top Vancouver immigration lawyers.

Cannon also said he has only seen the centre while on an official tour and is not allowed to speak to clients there. Similarly, lawyer Phil Rankin said in 15 years he has also only seen the detention centre one time."



Death in CBSA custody sparks calls for accountability
www.vancouversun.com

Three more groups concerned about the rights of refugees and migrants joined the chorus Thursday demanding more public oversight of Canada Border Services Agency. The groups say the agency has ducked questions about the death of Lucia Vega Jimenez, a Mexican woman who

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Yesterday · Edited

Lucia Vega Jimenez's death is the latest in a series of suicides and deaths as a result of violent and exclusionary immigration and refugee policies.

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Lorne Waldman, president of the Cana
Refugee Lawyers, suggests "given the
granted to CBSA to arrest and detain,
length, independent public oversight r
resources to conduct proper investiga

Mexican woman's
civilian oversight
Star
www.thestar.com

Refugee advocates
of the CBSA after a

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Must read. Shedding light on the life o
other desperate and despondent migr



Mexican woman lived like a "ghost" in V
after CBSA arrest

From: Wudel, Stefanie
Sent: January 30, 2014 5:18 PM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 30 evening update

MEXICAN WOMAN'S DEATH PROMPTS CALL FOR CIVILIAN OVERSIGHT OF BORDER AGENCY

Refugee advocates are calling for civilian oversight of the CBSA after a woman died in hospital following her detention in a Vancouver immigration holding centre. Refugee advocates are calling for civilian oversight of the Canada Border Services Agency after a Mexican woman who had been working in a hotel died in hospital following her detention in the immigration holding centre at Vancouver airport. Lucia Vega Jimenez, 42, was found hanging in a shower stall and rushed to hospital on Dec. 20. She died a week later when she was removed from life support with her family present. Jimenez had been picked up in Vancouver on a transit fare violation and was handed over to the border agency for deportation. Her death was not made public until this week. It has triggered a firestorm of criticism over the

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lack of accountability of the border agency, with many advocates calling for the establishment of an independent civilian oversight mechanism. "In B.C. or even Ontario if someone has been killed or died in police custody there is an independent civilian investigation," explained Josh Paterson, executive director of the British Columbia Civil Liberties Association. "If this person had taken her life or died in custody of another police force there would be an independent investigation. But because she was in custody of the CBSA there is no independent investigation." Paterson and other advocates are also calling for an independent civilian inquiry and an inquest into the death of Jimenez. The B.C. coroners' office is investigating. The RCMP had been called in at the time of the incident. No charges were laid. Lorne Waldman, president of the Canadian Association of Refugee Lawyers, suggests "given the nature of the powers granted to CBSA to arrest and detain what is needed is an arms length, independent public oversight mechanism with sufficient resources to conduct proper investigations." Jean-Christophe de Le Rue, a spokesperson for Steven Blaney, the Minister of Public Safety and Emergency Preparedness, didn't answer a question asked by the Star about civilian oversight. But Le Rue did say, "we have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully co-operate with the Coroners Service of British Columbia." Neither did the border agency address the call for improved oversight. A spokesperson, Amitha Carnadin, said the agency "is not in a position to release further information while the B.C. Coroners Service investigation is ongoing. "The health and safety of those in our care is of paramount concern," Carnadin added. In a joint news release, the Canadian Association of Refugee Lawyers, the Canadian Council for Refugees and the B.C. Civil Liberties Association said the case "highlights the lack of any oversight over the actions of CBSA officials, an organization that has been given broad powers of arrest and detention by Parliament." What also concerns these groups is that "there has been no public explanation from the CBSA for what happened; whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her care while she was in custody." The Star

FACEBOOK

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago · Edited

Luca Vega Jimenez's death is the latest in a series of suicides and deaths as a result of violent and exclusionary immigration and refugee policies.

How many others are there?

Last year there were over 14,000 deportations and 9,000 migrants detained, including 289 children.

We say: not one more death, not one more detention, not one more deportation.

Sign and share this petition to keep the pressure on:
http://chn.ge/1kavtbV

Honour the life of Luca Vega Jimenez and demand justice. Friday January 31, 2014 at 5:30 pm in front of CBSA offices at 300 West Georgia

FB RSVP:
https://www.facebook.com/events/141516553539574 1/



Like · Comment · Share 50

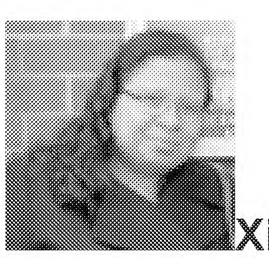
Irmaima Peña Valdivia, Iraj Rezaei, No One Is Illegal | Personne n'est illégal | Nadie es ilegal and 12 others like this. Top Comments


Luisa Fernanda Narvaez Una amiga estaba ali detenida el dia que se suicido luca. 😕 muy triste saber que algunas personas

(photo attached)

Petition: 1,475
Facebook attendees: 228

TWITTER

1. 
Xiomara Martinez @marannalyse 2 hrs

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Very sad, not #cbsa fault. #cbsa between a rock and a hard place. @cbcasithappens: the death of Lucia Jimenez in #CBSA custody.

1. **BC Civil Liberties** @bccla 2 hrs

From @torontostar: Refugee's death prompts call for civilian oversight of border agency http://www.thestar.com/news/investigations/2014/01/30/refugees_death_prompts_call_for_civilian_oversight_of_border_agency.html … #CDNpoli #CBSA

2. 
Tomas Urbina @tomas_urbina 2 hrs

First up tonight on @cbcasithappens: the death of Lucia Jimenez in #CBSA custody. Father Eduardo, who read the Mexican woman her last rites.

3. 

Metro News Canada @MetroNewsCanada 3 hrs

Failed refugee's death prompts call for #CBSA civilian oversight http://ow.ly/t7SpU

4. 
Harsha Walia @HarshaWalia 4 hrs

Via @nooneisillegal - recent deaths & suicides of migrants in detention or facing deportation http://is.gd/bveHRg #CBSA #LuciaVegaJimenez

5. 
Harsha Walia @HarshaWalia 7 hrs

Globe and Mail: BCCLA & NOII call for independent civilian inquiry into migrant death in detention http://is.gd/UvJ9fL #cdnpoli #CBSA

VIDEO

Global News Vancouver – Report focuses on 'privacy agreement'
http://globalnews.ca/news/1117129/more-unanswered-questions-regarding-death-of-mexican-woman-while-in-yvr-detention/

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CBC Video - Priest Quoted, Genesis mentioned, clip of sister, CBSA and Minister quoted
http://www.cbc.ca/news/canada/british-columbia/lucia-vega-jimenez-found-hanging-in-cbsa-shower-stall-1.2515956

Global News Vancouver – Interviews with Barbara McClintock, BCCLA, VP of Genesis
http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/

RADIO

CBC As it Happens - http://www.cbc.ca/asithappens/listen/

From: Wudel, Stefanie
Sent: January 30, 2014 10:54 AM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 30 morning update

CANADIAN COUNCIL FOR REFUGEES - HTTP://CCRWEB.CA/EN/ORGANIZATIONS-DEMAND-ACCOUNTABILITY-BORDER-SERVICES-DEATH-CUSTODY

Canadian Council for Refugees
Media Release

For immediate release
30 January 2014

Organizations Demand Accountability for Border Services Death in Custody

Human rights organizations concerned about refugees are shocked to learn of the death of, Lucia Vega Jiménez, a Mexican woman held in custody by the Canada Border Services Agency (CBSA) at the Vancouver International Airport last month. Information about this tragic death has only recently been made public after a news agency first broke the story this week. There has been no public explanation from the CBSA for what happened, whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her care while she was in custody. This tragic case underlines the fact that there is absolutely no independent oversight of CBSA to whom the family can seek recourse.

The organizations below call on the BC Coroners Service to hold an inquest in the death of Ms. Vega Jiménez. We also call on the Government of Canada to immediately appoint an independent public inquiry into the death of Ms. Vega Jiménez with a view to determining whether it could have been prevented, whether any officials failed in their obligations, why CBSA did not immediately publicly disclose the death in their custody, what measures need to be taken to ensure that another tragedy does not occur and what form of public independent oversight over the CBSA ought to be introduced to ensure that the CBSA is held accountable

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for all of its actions Canada-wide. This case once again highlights the lack of any oversight over the actions of CBSA officials, an organization that has been given broad powers of arrest and detention by Parliament. The death of a person in custody is always a tragedy. The fact that the death was not disclosed for over one month heightens our concern. The Canadian public has the right to know what happened, why, if any officials failed in their responsibilities and what measures the government will introduce to rectify the lack of oversight over CBSA.

Canadian Association of Refugee Lawyers (CARL)
Canadian Council for Refugees (CCR)
British Columbia Civil Liberties Association (BCCLA)

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416-254-4590 | lorne@lornewaldman.ca

WOMAN WHO HANGED HERSELF AT YVR WAS 'DESPONDENT'
Lucia Vega Jimenez had no relatives or close friends and worked illegally, sending the money she earned to Mexico

Lucia Vega Jimenez lived like a "ghost" in Vancouver. She had no family, no close friends and worked illegally as a hotel cleaner, sending all her earnings to support her ailing mother in Mexico. In the week before her suicide last month in a Canada Border Services Agency holding cell, the 42-year-old Vancouver woman was despondent. Her savings had been stolen while she was in custody, likely by the one man she trusted, her boyfriend who refused to bail her out after she was picked up by border services authorities shortly before Christmas. Vega Jimenez hanged herself in the shower at the holding cell in Vancouver International Airport Dec. 20 and was taken to hospital, where she died eight days later. "I know she was going to send $4,000 to her family," said Yasmin Trejo, who was at her bedside along with Vega Jimenez's sister, Martha, from Mexico when the ventilator that had kept Jimenez alive was turned off. "Her mom had a heart condition and was very ill. Lucia had been trying to gather the money to pay for her mother's hospital stay," said Trejo. Vega Jimenez took a cloth towel that was in the washroom of the Canada Border Services Agency's dispenser and used it to hang herself from the shower. A video that police confiscated showed her pacing back and forth from the cell to the washroom several times before she hanged herself, according to Trejo. She said a nurse told Martha that her sister had been without oxygen for at least 45 minutes, while detained in the YVR holding cells, which are run by the CBSA. "She was a human being whether she was here illegally or not. I would like to think, as Canadians, we would at least have protected her while she was here. We protect killers in cells (under surveillance) but not this woman who hasn't hurt anyone," said Trejo. The CBSA refused to discuss the case, but issued a statement Wednesday about conditions of the holding cells. "The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees)," the statement read. It went on to say that the

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authority ensures that detainees are informed of their legal rights under the Canadian Charter of Rights and Freedoms. They are told why they are being detained and given the right to retain a lawyer. Interpreters are provided when necessary. "Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation," the statement said. The death of Vega Jimenez is now being investigated by the B.C.
Coroners Service which may decide to call an inquest in the case. Jimenez was deported in 2010 but returned and had been back in Canada for seven months when she was picked up, Trejo said. She was stopped by Transit Police on SkyTrain for not having the proper fare and then taken to a Coquitlam detention centre when she could not show identity papers. She was later handed over to border services officials. "Lucia ended up being a ghost here. No one really knew her here. She had no family here," said Trejo.
"My mom's friend got her a job cleaning for cash. She knew the boyfriend but didn't have a good feeling about him."
Trejo said that after Vega Jimenez was arrested, she had asked her boyfriend to bail her out. When he refused, she called Trejo's mother's friend. The friend went with police to Vega Jimenez's apartment to try to find her savings. "Lucia was concerned this boyfriend would take all the cash she kept at home," Trejo said. Her fears proved legitimate. The money was gone.
Father Eduardo Quintero, the priest who administered the last rites, said he had never met Vega Jimenez but understands she was a kind and caring person. "Lucia came here for a better life, a sense of security." He said Martha told him Lucia helped support herself, her three children and the sisters' elderly mother in Mexico. She said Lucia had never married and had no children herself.
Martha was only in Canada for one week and had assistance from the Mexican consulate to have her sister's body flown back to Mexico and to pay the medical bill, Quintero said. "She wanted to be close to her," said Quintero, referring to the decision to have the body returned to Mexico. "It's an awakening call for all of us to be a more welcoming community. For people to be more compassionate and for us to reach out. Lucia was isolated and left alone. She had no one to count on (in Canada). "Lucia felt cornered and decided to take her life," he said. Vega Jimenez's refugee application had been turned down, so when she came to the attention of immigration authorities again they would only need to issue a deportation order without the necessity of a hearing, according to immigration lawyer Phil Rankin. Rankin explained the Canada Border Services Agency would simply write up a sworn statement and take steps to immediately remove her from Canada. He said the immigration officer would have given her bail terms that would allow her release for 24 hours in order to gather her personal effects…**Vancouver Sun**

Also in: **Canadian Press**, **CBC**; **Globe and Mail**; **Richmond News**; **Global News**; **Georgia Straight**;

Vancouver Sun Comments:

Paul Warburton · Top Commenter · Vancouver, British Columbia
Hold on ... if we go overboard with our bleeding hearts here, then the day will come when anyone who wants to live in Canada just has to threaten suicide. Let's keep our heads on straight here. First of all we need to hear more facts about this woman.
Reply · 14 · Like

Keith Spencer · Top Commenter
You are right Paul.
Long before CBSA Aboriginal People welcomed the downtrodden from Europe and look what happened! They just kept coming and coming, not only from Europe but from all over the world. They took over the land and killed off the majority of the occupants.

Thelma Ge · Top Commenter
She did not commit suicide - to do so would mean she would've died there. She attempted suicide and died later in hospital, so get your facts straight civil liberties people. CBSA aren't trained in mental health issues, just like the Police, so why are we dumping on them? I wouldn't want anybody to come into this country just because they threatened to commit suicide - that's not how you get refugee status.
Reply · 8 · Like

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Reg McGratten · Top Commenter
While it is regrettable that this happened I think that CBSA staff usually perform their jobs well people do try to que jump and enter illegally and deportations follow once they can be apprehended. It is not a popular job but someone has to do it
Reply · 4 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
One CBSA officer admitted they have more than a 1 in 200 ceisure rate, then they strip searched me and found nothing. Sounds like they're doing their job well.

Ali Marie Matheson · Top Commenter · North Vancouver, British Columbia
Okay, she didn't pay a transit ticket and that is how they caught her which means she was here illegally...I don't care for how the "Sun" DOESNT clarify the situation (and loves to suggest things like the whole of Vancouver is "outraged"...no, they're not) and yes, I agree with Paul. It's sad but CBSA probably doesn't know what to do with a suicidal person and this was beyond what they probably should have to deal with...

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Hindsight is 20/20.

Craig Peterson
WHO CARES.....here we go again....everyone BUT the victim is accountable for their actions, and in this case she isn't even a victim. Hey I spilled a hot coffee on my lap but that's not my fault, it's the fault of the person who sold me the coffee, the maker of the kettle the water was boiled in, the make of the cup the hot coffee went in who didn't put a warning on the cup and the maker of the vehicle I'm driving who put the cup holder too far away from where I was sitting....but I'm not at fault in anyway.....Christ!!!!! REALLY?
Reply · 2 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
CBSA is a JOKE. It's run by kids with 0 life experience and little education. No wonder this happened. I myself have had many run ins with them yielding no results, 2 strip searches, why? Maybe because they're prejudice against young successful people and can't understand how it could happen when they sit there making 20/h and someone there age is making 100/h. Take them to the cleaners.
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
That's my tax dollars you are talking about. so never mind taking them to the cleaners!!! Sounds like your attitude sucks!!

Paul Warburton · Top Commenter · Vancouver, British Columbia
Did you tell them you were young and successful and that you make $100 per hour ... and then suddenly they strip-searched you? Oh, okay...
Reply · Like

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Wow dude you seem to think a bit much of yourself.

Kam Bassi · British Columbia Institute of Technology
Feel very sad for her. But she was not supposed to be here in the first place. How much tax money goes to refugee claims then health care then house faculties, flights home etc. just a lot of tax money. Not trying to be cold hardest but just another perspective.

Dallas Pootlass · Acwsalcta School

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She was human. She might have been escaping something in Mexico and trying to gain some sort if wealth in canada, not unlike many of the first settlers here in the Americas, or have we forgotten that? Many Mexicans are mestizos (part Spanish and part native) and part if her ancestry goes back thousands of years. Which, by the way knew no borders. Let's not forget some of that either.
Reply · 1 · Like

Shayne Mann · Top Commenter · Vancouver, British Columbia
I agree with Craig Peterson. Here we go again....it is a joke that the Left Wing Socialists always crank up the propaganda machine and get away with it. STOP THE INSANITY!!!!
Reply · 1 · Like

Terry Masson · Top Commenter · Calgary, Alberta
she did not threaten, she actually did , you clown.....we need to ;look at every aspect of this.

Who said she didn't? Read it again. Get it now?

Holy Chryst · Top Commenter · Comox, British Columbia
Too bad she died and who ever stole her money is nothing but a snake but we cannot be held responsible for someone that was here illegally no matter what the sad story is period. She should not have been here to start with and because of the so called rights she had, she was held instead of being sent back immediately. If it was not for all the court proceedings necessary to deport her, she would have been sent back the same day. When people come here illegally they should have NO rights and be sent back without having to go to court etc.. Just being here illegally should strip them of those rights. We should have no responsibility towards keeping them here but we need to be sending them back as fast as possible without EVER feeling bad about what happens in my opinion.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Come here illegally, get deported. Sorry life is hard where you come from but if you don't follow the rules and come here illegally then you deserve to be thrown out.

Hung Huynh · Top Commenter · University of British Columbia
If anyone is at fault here, its the boyfriend.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
No one is at fault. She killed herself because she decided she couldn't live with the choices she made. Sure she was in a hard situation with her mom but she knew the risks of getting caught. I think this whole attitude of treating all mentally ill who have interactions with authority as victims.

PETITION AND VIGIL TO MOURN DEATH OF MEXICAN WOMAN IN CBSA CUSTODY

Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. **The Province**; **Red Deer Advocate**, **24 Hours**; **Montreal Gazette**; **Huffington Post**

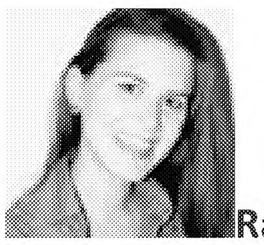
CHIEF CORONER'S STATEMENT ON THE DEATH OF LUCIA VEGA JIMENEZ

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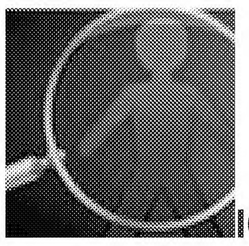
The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28, 2013, at Mount St Joseph Hospital in Vancouver, according to a news release to Vancouver Observer from the Government of British Columbia. Here's more on the death of Ms. Vega Jimenez and BC Coroners Service investigations: Ms. Vega Jimenez had been taken to hospital the morning of Dec. 20, 2013, after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on Dec. 28, 2013. Chief coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced. "BC Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Lapointe stated. "While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us," Lapointe said. "I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully co-operating with Coroners Service investigators." The decision as to whether to conclude the investigation by public coroner's report or coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Vancouver Observer; CBC; News1130; Richmond Review;

TWITTER

1.  **Rachel Browne** @rp_browne 27 mins

   #Mexican woman lived like a "ghost" in #Vancouver, was despondent after #CBSA arrest http://www.vancouversun.com/news/Mexican+undocumented+worker+Lucia+Vega+Jimenez+lived+like/9444735/story.html … #cdnimm #cdnpoli

2.  **ICLMG** @ICLMG 43 mins

   Lucia #Jimenez's death in #CBSA custody raises questions http://fw.to/aXFERad #cdnpoli #cdnimm #oversight #border

- Report Tweet

3. 

Me Quito El Sombrero @MQElSombrero 47 mins

   Un triste caso de una mujer #Mexicana"@24hoursvan: Anger grows after deportation death http://ow.ly/t5QyZ #cbsa #vancouver"

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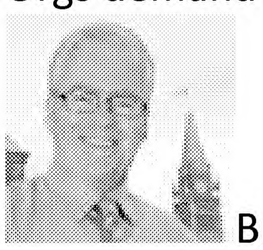
1. **24 hours Vancouver** @24hoursvan 8 mins

Anger grows against #Canada border agency after deportation death http://ow.ly/t5QyZ #cbsa #vancouver

1.  Harsha Walia @HarshaWalia 2 mins

Globe and Mail: BCCLA & NOII call for independent civilian inquiry into migrant death in detention http://is.gd/UvJ9fL #cdnpoli #CBSA

 Jamie Chai Yun Liew @thechaiyun 39 mins
Orgs demand #accountability for death in of woman in #CBSA custody: http://goo.gl/mgHBl8 #Cdnimm #ottpoli

 Bruce Hyer @brucehyer 54 mins
Very concerned about international travelers dying in #CBSA custody...and the fact not revealed for weeks: http://www.theglobeandmail.com/news/british-columbia/coroner-to-investigate-death-of-woman-who-was-detained-at-yvr/article16541906/ … #cdnpoli

 Tracey G.E. @te_photographer 1 hr
I am very interested in seeing this Confidentiality Agreement the sister says she was asked to sign. #CBSA #griefstricken

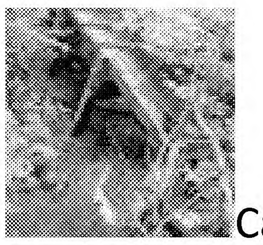
MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA suicide in custody of Mexican Lucia Vega Jimenez (@BCCLA's @JoshVanBC & KarlaLottini http://wp.me/p2Ff2q-QS



Josh Paterson @JoshVanBC 2 hrs
MT @W2Media: Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini) http://wp.me/p2Ff2q-QS

MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini—Liberl #Senate & Transit (@csmithstraight)—#Housing (@_jackiewong) http://wp.me/p2Ff2q-QS

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 Catherine Musekamp @catmusekamp 5 hrs
So this is the state in which we find ourselves. VanSun-Mexican woman hung herself rather than be deported http://goo.gl/HCSvrs #yvr #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Charges laid against truck driver and company. Loose tobacco seizure at the Saint-Armand/... http://bit.ly/1np27Jo #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Truck driver appears at Sherbrooke courthouse. Charged with smuggling 14,775 kg of loose ... http://bit.ly/1hQwWma #CBSA

Media Mornings @W2Media 10 hrs
Tmw 7a 100.5fm—#CBSA death (@BCCLA's @JoshVanBC & KarlaLottini—Liberal #Senate & Transit referendm (@csmithstraight)—#Housing (@_jackiewong)

 Josh Labove @jlabove 15 hrs
Going live on @CKNW to talk about the #CBSA detainee death now. Listen in, YVR!

24 hours Vancouver @24hoursvan 15 hrs
Anger grows against #Canada border agency after deportation death http://ow.ly/t5QwS #cbsa #vancouver



Josh Paterson @JoshVanBC 15 hrs
RT @bccla: Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surface http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ …

Facebook:

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We Are Jose shared No One Is Illegal | Personne n'est Illégal | Nadie es Ilegal's photo.
19 hours ago

Who cares if a migrant dies at the hands of the CBSA? We do!

Click "Like" and "Share" this if you agree the government needs to take action to ensure the human rights of all people living in Canada, regardless of their legal status.

Please sign the petition and attend the vigil in Vancouver if you're able to...

#WeAreJose

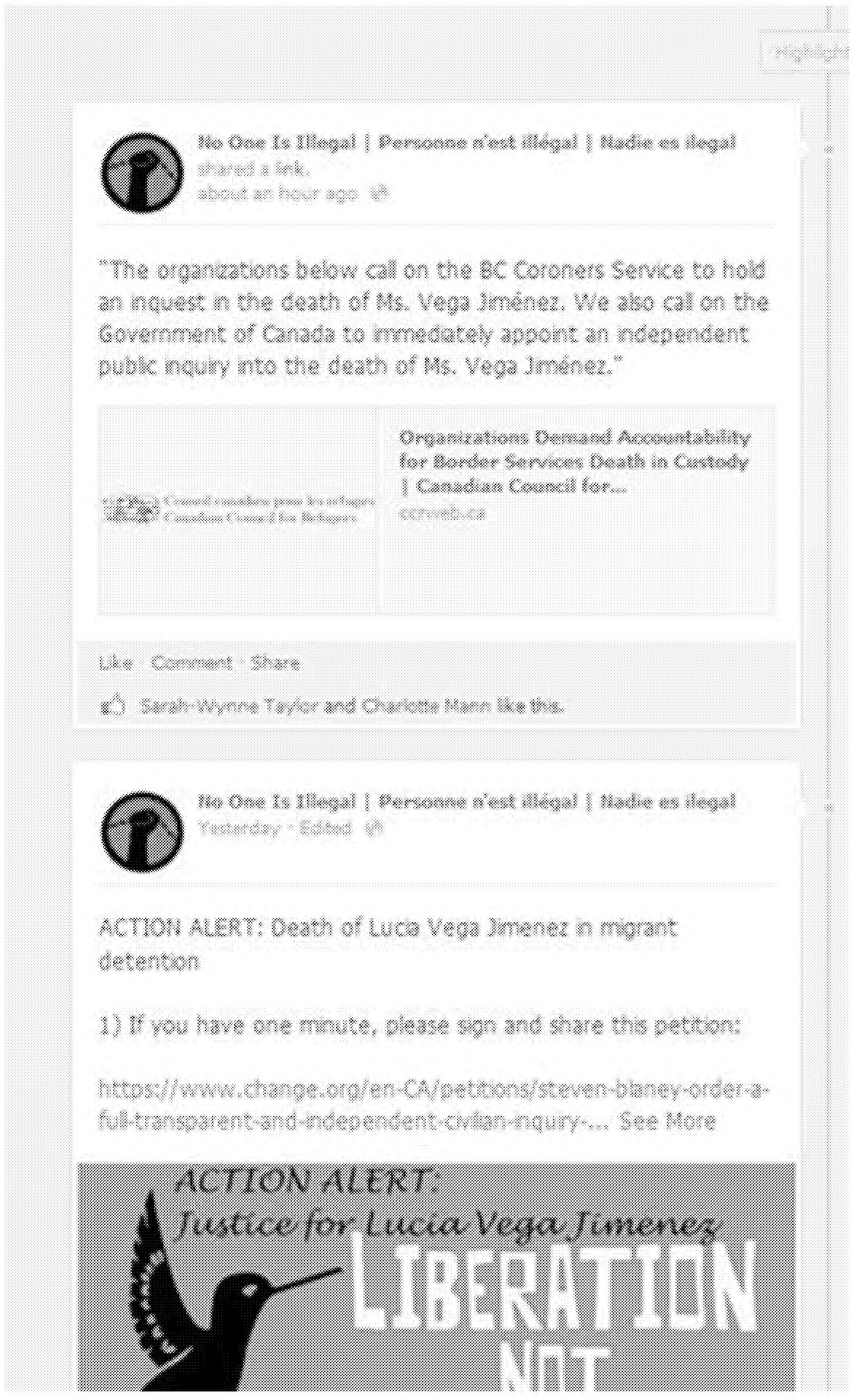
> ACTION ALERT: Death of Lucia Vega Jimenez in migrant detention
>
> 1) If you have one minute, please sign and share this petition:
>
> https://www.change.org/en-CA/petitions/steven-blaney-order-a-full-transparent-and-independent-civilian-inquiry-... See More



Like · Comment · Share

Hermosa Orique, Sasha Wood, Panchi Maico and 5 — Top Comments

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Petition: 1,306

Event attendees via Facebook: 206

From: Wudel, Stefanie
Sent: January 29, 2014 5:07 PM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 29 evening update

Lucia Vega Jimenez Death In CBSA Custody Sparks Petition
CP | By Vivian Luk, The Canadian Press Posted: 01/29/2014 1:22 pm EST | Updated: 01/29/2014 7:09 pm EST

VANCOUVER - Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers. Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre. Vega Jimenez was removed from

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life support a week later with her family present, Coroner Barb McLintock said in a written release. News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner. "It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday. Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company. "It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said. Paterson said his group finds the whole incident very troubling. "Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?" McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport. In a written news release, the group No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation. Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said. No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency. CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement. The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said. "The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement. Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital. "I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said. McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature. Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry. Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. "Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal. Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson. "You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service." The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years. "Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi. A vigil to honour Vega Jimenez is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver. **Vancouver Sun; Huffington Post**

Petition Signatures (as of 5pm): 818 signatures

Lucia Vega Jimenez arrested over fare before death in CBSA cell
Advocacy group says Vega Jimenez was working at a Vancouver hotel before arrest over transit ticket
CBC News Posted: Jan 29, 2014 1:17 PM PT Last Updated: Jan 29, 2014 3:23 PM PT
News of Lucia Vega Jimenez's death in December, after being found in medical distress in an immigration holding cell at Vancouver International Airport, has angered many in international and local communities. After some details surrounding the 42-year-old's death were made public Tuesday, almost a month after she died, Vancouver-based advocacy group No One Is Illegal launched a petition calling for a full, independent civilian inquiry into her death. A written release from the group said Vega Jimenez

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had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group said it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. By midday Wednesday, nearly 500 people had signed the petition. The petition, which also calls for a comprehensive review of migrant detention policies, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. No One Is Illegal said it is also planning a vigil to honour Vega Jimenez on Friday afternoon in front of the CBSA offices in downtown Vancouver…**CBC**

Lucia Jimenez's death in CBSA custody raises questions
Civil liberties advocate wonders why Canada Border Services Agency took so long to notify public
CBC News Posted: Jan 28, 2014 6:08 AM PT Last Updated: Jan 29, 2014 12:15 PM PT
(with video)
The B.C. Coroners Service is investigating the death of a 42-year-old woman from Mexico who went into medical distress while being detained by Canadian border officials at Vancouver International Airport last month.
Lucia Vega Jimenez died in hospital eight days after emergency crews were called to the airport to attend to her.
Coroner Barb McLintock said the woman had been in the custody of the Canada Border Services Agency for a few days and was transferred to the cells at the B.C. Immigration Holding Centre on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
'Why has it taken a month for any of this news to come out?'- Josh Paterson, B.C. Civil Liberties Association
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died, several days later, on Dec. 28.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.
McLintock said the B.C. Coroners Service is considering the incident an in-custody death, but couldn't yet say how the woman died, or comment on whether it was a case of suicide.
"We're just not going to comment on cause or classification at this point in time," she said.
Karla Lottini, is a freelance journalist from Mexico, has been following the news of Jimenez's detainment and death closely. She told CBC News that being on the verge of deportation can make people desperate.
"It's like you are not wanted, like you don't belong, like you don't deserve to stay in a safe place," she said.
Josh Paterson, with the B.C. Civil Liberties Association, questioned why Jimenez's death was only made public now.
"Well there isn't enough oversight for CBSA," Paterson said. "There is no public complaints mechanism. There is no independent civilian investigation for incidents like this. Why has it taken a month for any of this news to come out?" CBC

When a CBSA detainee dies, questions linger
SFU

I was interviewed on several media outlets (News 1130, Global BC1, CKNW) as news broke that a foreign national detained by Canada Border Services Agency at Vancouver International Airport died while in the Agency's custody last month. In particular, I ask whether or not the border is a Charter-free zone, and to what extent transparency and due process can be part of immigration enforcement programs. My research investigates the legal ambiguity of the border and the way such a space is utilized as a security tool. When an individual dies in the space of the border, answering the question, "where are they?" becomes increasingly complex. A few discoveries in this case warrant further discussion and investigation: The detainee had applied for refugee status, but was denied and scheduled to be returned to Mexico. When she attempted suicide, she was transported to a Vancouver hospital where she ultimately passed away. This raises more questions about Canada's commitment to refugees and humanitarian migration. I

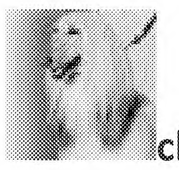
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along with many others have suggested refugee claims have taken a back seat to economic migrants–if a woman would rather die than return home, we need to be asking some tough questions about how a 'well founded fear of persecution' was not clearly demonstrated. Detention services were at least partially subcontracted to a private firm, Genesis Security. They run the ever-problematic Downtown Ambassadors program as well as serving as mall cops and nightclub bouncers–but the role of subcontractors in detention combines market-based frugality with an attempt to obfuscate law. More conversation and research is needed to hold subcontractors accountable for the work they do as and on behalf of peace officers like the Canada Border Services Agency. The use of detention pre-emptive to admission to Canada creates legal challenges for the way the Charter and rights of due process are administered. While there is precedent to suggest that a CBSA detention centre is Canada for Charter claims, there are increasingly arguments that the border (and the detention centres within its midst) are then not Canada and the people contained within it are potentially not subject to Canadian law, nor are they afforded the right of counsel or consular services. (Note, this is not my argument, but an argument that is utilized to maintain immigration enforcement programs outside of the realms of Canadian jurisprudence.) The CBSA never informed the media, the consulate of Mexico, or the public in any meaningful way that this death had occurred and it was only upon the case being referred to the BC Coroner's Service did answers begin to surface. This points to an organization that is hostile to transparency by design. While we have long claimed that transparency was somehow not in the interest of safety, cases such as this one should force a reevaluation. Immigration law is not criminal law but increasingly immigrants and refugee applicants are enduring experiences that look more like the criminal system. Notably, detention in the US, Canada, and the UK has evolved from accommodation to look and feel more like prisons. Often detention occurs in prisons or jails and in the US and UK, the largest prison contractor is the largest supplier of bed space for immigration needs as well. There are handcuffs and steel bars–but the detainees have not committed a crime. An unsuccessful refugee applicant, for instance, has not committed a crime, but will be placed in material conditions that are akin to the way we treat criminals. The result has been conflating 'migrant' with 'criminal'–this has stifled immigration debates in the U.S. for far too long.

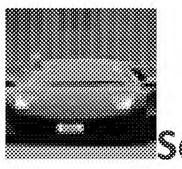
TWITTER

1.  **We Are Jose** @wearejose 31 mins

   Remind @MinStevenBlaney & the #CBSA about #HumanRights - sign the petition: http://noii-van.resist.ca/?p=5744 #not1more #cdnpoli pic.twitter.com/5ot72JzMVu

2.  **cheena1** @cheena1 46 mins

   Lucia Vega Jimenez arrested over fare before death in #CBSA cell http://fw.to/OtxcJFJ #cdnpoli #immigration #HeilHarper #Evil RT #nocpc

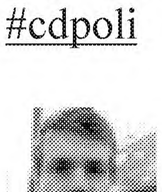
3.  **Scott Jordison** @Scott_Jordison 1 hr

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@CBCVancouver Heard little on this story, and again there needs to be a supervisory area of CBSA other then higher ranked agents. #CBSA

4. **News1130** @News1130radio 1 hr

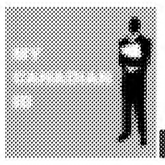
Coroner confirms woman in #CBSA custody attempted suicide http://dlvr.it/4pfyQB

1.  **We Are Jose** @wearejose 8 mins

#EndMigrantDetention & hold the #CBSA accountable: Petition & Vigil http://noii-van.resist.ca/?p=5744 #not1more #bcpoli #vanpoli pic.twitter.com/5ot72JzMVu

2. **News1130** @News1130radio 20 mins

BREAKING: @bccoroners confirms woman who died while in #CBSA custody last month had attempted suicide before being taken to hospital.

3.  **MY CANADIAN ID** @MyCanadianID 59 mins

Vigil planned for #Mexican woman who died while in #CBSA's custody at #Vancouver airport: http://bit.ly/Mhf2Pb #cdnimm #cdpoli

4. **Jacob Parry** @jcbcp 1 hr

scariest part of Lucia Vega Jimenez's death: she was arrested by transit police for unpaid bus ticket-then transfered to #CBSA custody #YVR

5.  **Jacob Parry** @jcbcp 1 hr

Tragic, enraging- detained Mexican migrant dies in #CBSA custody at #YVR, death kept secret for over a month. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

6.  **Rod Mickleburgh** @rodmickleburgh 1 hr

Why does the non-accountable, non-communicative Canada Border Services Agency have so much power? #cdnpoli #cbsa a bad situation

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1.

2. **Simon Fraser Univ.** @SFU 25 mins

RT @jlabove: My take on the #CBSA detainee death: http://i.sfu.ca/ubfCiv #SFU

3. **News1130** @News1130radio 3 hrs

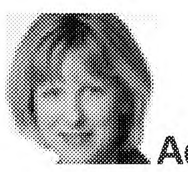
Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

4. **BC Civil Liberties** @bccla 3 hrs

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

5.  **Eva Salinas** @eva_sita 4 hrs

heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd

6.  **AdrienneTanner** @AdrienneTanner 4 hrs

Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

The Vancouver Sun @VancouverSun 15 hrs

Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli

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From: Wudel, Stefanie
Sent: January 29, 2014 11:21 AM
To: PAC, CBSA-Communications
Cc: Carnadin, Amitha
Subject: Media Coverage - Jan 29 morning update

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Morning Media Summary

Petition and vigil to mourn death of woman in CBSA custody
The petition has been authored by the group No One Is Illegal
The Canadian Press January 29, 2014 10:35 am

VANCOUVER – Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.
It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation.
The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. News 1130; Montreal Gazette ; Info Tel; Yahoo ; Vancouver Sun

CBSA detention can be a political no-man's-land

Woman's death after being held in custody highlights need for more oversight
Investigation sought after visitor dies in custody of border services agency
Woman dies while in custody of Canada Border Services Agency
Canada's border agency enlisting informants, prompts internal review
VANCOUVER (NEWS1130) – The details still aren't clear about why a woman died after being held in custody by Canada Border Services agents at the Vancouver International Airport. The woman was held for several days and then taken to hospital with a medical emergency where she later died. Security expert Josh Labove with SFU says being in CBSA custody is a grey area, or as he puts it, a political no-man's-land. "The issue in the meantime is that you're not really in Canada, and, you're not in the place that you left. So consular privileges don't extend to you either." Labove says unlike police detention, there is no clear oversight. "The transparency and the openness of the care they (CBSA) are providing I don't think is particularly clear or honest or forthright." Once you're arrested you're usually read your rights meaning you're given certain privileges under the Canadian Charter. It's a little different if you're held by the CBSA at a point of entry says Labove. "Just because we've landed at the airport, doesn't necessarily mean we have all the rights and privileges of being in Canada." That can leave detainees in that grey area.
"And when the Charter doesn't cover them, then due process and the rights and privileges we associate with Canadian criminal procedure or civil procedure don't apply." The CBSA won't comment on the case other than to say it is co-operating with a police and coroner's investigation.
The BC Coroner's office has confirmed the woman was a Mexican citizen. News 1130

Mexican woman who died after CBSA arrest hung herself rather than be deported

'It's a very lonely, isolated place out there,' immigration lawyer says of YVR holding cells

A Mexican woman desperate to remain in Canada hanged herself in the Canada Border Services Agency holding cells of Vancouver International Airport rather than face deportation. Lucia Vega Jimenez, 42, used a shower curtain to strangle herself on Dec. 20, a day after being placed in the stark holding facility. She died eight days later at Mount St. Joseph's Hospital in Vancouver. She left no suicide note. Vega Jimenez had previously made a refugee claim in Canada that was rejected in 2010. It is not known whether she was deported, but she was back in Canada shortly before Christmas when she was picked up by Transit police. She had not paid her bus fare and when police learned of her identity, they called Border Services, said Father Eduardo Quintero, the priest who administered her last rites. "She was being deported at the airport and she took her own life," Quintero said. He did not know Vega Jimenez but was contacted by her family in

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Mexico when they found out she was dying. They wanted him to visit the hospital, anoint Vega Jimenez and provide spiritual comfort to her sister Martha, who had travelled from Mexico to be by her side.
She had no contact with relatives in Mexico or friends in Vancouver while in detention, according to Quintero. Immigration lawyer Phil Rankin said lawyers are not allowed to visit YVR's holding cells, which are run by the Canada Border Services Agency, and in 15 years he has only been able to get in once. "It's a very lonely, isolated place out there," he said. "No one gets in or out. It's very impersonal, very secure (and) very private. There's no John Howard Society, no visits from family or lawyers. They want to move these people without fuss or muss. There's no oversight by non-officials." Rankin said if someone was distraught, there would be little opportunity for an outsider to come to their aid. Josh Paterson, executive director of the B.C. Civil Liberties Association, said the watchdog is "very troubled" by the death in custody. "We have a lot of questions and very few answers," Paterson said. "Nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?" There is no independent oversight of the agency's operations, he said, unlike other law enforcement agencies in B.C. A spokeswoman for the Canada Border Services Agency, Amitha Carnadin, refused to answer Vancouver Sun questions emailed to her regarding the policies and procedures in place at the YVR holding cells. Nor would she confirm which security agency is contracted with CBSA to work there. Carnadin said Richmond RCMP investigated and determined the matter was not criminal in nature. "The health and safety of those in our care is of paramount concern," Carnadin said in an email. "We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life." The national vice-president of the Customs and Immigration Union said he was "shocked" to hear about the death, via the media. "None of my members (federal law enforcement officers with CBSA) are involved in this case," said Jason McMichael. "(Vega Jimenez) was not in my members' custody. I can only speculate she was in the custody of the contractors.
"I should have been briefed by the CBSA, but that is their prerogative." Rankin said he assumes the private security contract CBSA has at the airport is with Genesis Security, since that firm also does the CBSA contract for the immigration holding cells at 300 West Georgia in Vancouver. But, Rankin added, when he visited YVR's holding cells recently, it was very clear to him that federal corrections officers from CBSA were in charge and the security staff, likely from Genesis, were not doing anything without their oversight. Calls to Genesis Security's president and vice-president were not returned. News of Vega Jimenez's death one month ago was only made public Monday. Neither the CBSA nor the B.C. Coroners Service would say how Vega Jimenez died or provide any information about the circumstances of her death. "The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing," Carnadin said. Coroners Service spokeswoman Barb McLintock said she couldn't confirm the cause of Vega Jimenez's death or even its classification. McLintock said it's also not yet known whether a coroner's inquest will be held. Rankin said he believes a coroner's inquest is necessary, particularly since the case could shed light on what goes on at YVR holding cells given the lack of civilian oversight. Quintero said he believes it would be helpful if priests could regularly visit people in detention at YVR. While he was a priest in Mexico, he said, it was common for him to visit immigration centres there to provide spiritual support to detainees. Vancouver Sun

COMMENTS (as of 11:20 am PST)

Miriam Berman · Top Commenter · University of British Columbia
inmates are supposed to be checked every 15 min while in custody... these checks were not done or she would be alive today... there are cameras in the cells and the officer must keep a written log of every check
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
She hung herself in the shower, there are no cameras there! How long do you think it takes to hang oneself? Not 15 minutes, that's for sure!
Reply · 1 · Like
Top of Form

Corrie Cullen · Burnaby South

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people die every day, why do we have to pay for babysitting, cbsa does a great job

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
I knew Genisis Security looked after CBSA's transports, but not look after lockup facilities. This is just to save money, in either case the Police Act does not apply as Genesis Security are not police officers and The CBSA is federal. The suicide was a definite in custody, and by not saying anything the CBSA brass have cast suspicion on the death. Why??? By the way, the lockup facilities from what I saw, certainly do not look stark to me. There is absolutely no reason to answer not to answer some simple questions as to the name of the victim and the apparent method of death. Unless the person displayed suicidal tendencies I doubt there can be much criticism, except for being dumb and not notifying the public. And of course the BC liberties association is up on their soap box!
Reply · 1 · Like

Jordan Wong · Top Commenter · The University of British Columbia (UBC)
You mean the dungeons underneath the hotel? They're pretty stark. At least there's some human contact in the detention cells in customs secondary.
Reply · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
Jordan Wong Do you work there? Apparently no gets in, not even lawyers. I was just judging by the photo, looked modern and clean to me. It may be underneath the hotel, but it is not one.
Reply · Like

Terry Masson · Top Commenter · Calgary, Alberta
i hope all the clowns who were posting about her having heroin in her body, are you now SUCKING ONE??? not surprized that this happened at yvr,.....we have already watched how they deal with problems there....and then they hid it for a week.....what is the elephant in the room here??...too bad vancouver does not have a real news outlet, with real investigative reporters....there is probably a story here that needs to be told.
Reply · 1 · Like

Paul Warburton · Top Commenter · Vancouver, British Columbia
Never mind "oversight." This is all about hindsight. Like they say, everybody using hindsight has 20-20 vision. How could CBSA anticipate this woman would (A) be suicidal, and (B) hang herself with a shower curtain? Countless people are placed in holding cells and they don't kill themselves...
Reply · 1 · Like

Ed Reimer · Works at MSA Ford Sales
sincerity hope it dosnt just blow over
Reply · 1 · Like
Kat S · Top Commenter · University of Victoria
For those of you who don't understand what the big deal is...

We, as a society have a responsibility to protect our most vulnerable members - and that includes undocumented migrants. For someone to be detained and deported over a transit ticket is absurd. For a woman to believe that death is a better option than deportation is tragic. And for the CBSA to try to cover it up is absolutely disgusting.
Reply · Like
Top of Form
Bottom of Form
· 16 minutes ago

FACEBOOK

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***As of 11:20 am PST 95 people are attending according to Facebook**



TWITTER

1.  **Tatiana Gomez** @GomezLawAvocate 54 secs

   Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html … #cbsa #cdnimm

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1. **News1130** @News1130radio 13 mins

Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

2. **BC Civil Liberties** @bccla 18 mins

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

1. **24 hours Vancouver** @24hoursvan 44 mins

Priest alleges Mexican victim's family signed confidentiality agreement http://ow.ly/t3pFb #yvr #vancouver


Eva Salinas @eva_sita 7 mins
heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd


AdrienneTanner @AdrienneTanner 13 mins
Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Jamie Hyland @JamieHyland 28 mins
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/touch/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html?rel=813152 … #CBSA #shame #YVR


Santi Rodriguez, SJ @sayochia 49 mins
Terrible new: Mexican woman who died after #CBSA arrest hung herself rather than be deported. Justice for Lucia! http://www.ottawacitizen.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Elise Hahn @elisehahn 1 hr

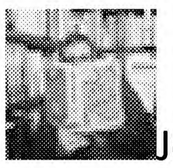
RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

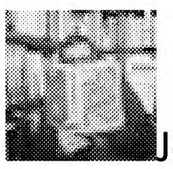
There must be visibility. There must be transparency. Cloak and dagger politics at the border must end. #JusticeforLucia #Vancouver #CBSA

 Elise Hahn @elisehahn 1 hr
The pursuit of #migrantjustice requires dismantling of border controls. We must not permit the #CBSA to determine who lives and who dies.

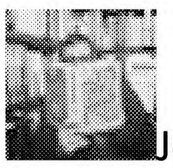
 Elise Hahn @elisehahn 2 hrs
Furious does not express my outrage. The #CBSA must be held accountable in the death of Lucia Vega Jimenez. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

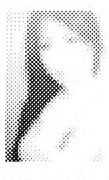
 Tatiana Gomez @GomezLawAvocate 2 hrs
Confidentiality agreement in Mexican death: priest | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #cdnimm #cbsa

 Josh Labove @jlabove 3 hrs
The detainee in #cbsa custody attempted suicide when refugee application was denied, lest there was any doubt of a fear of persecution.

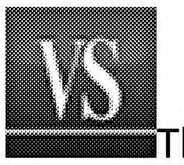
 Josh Labove @jlabove 3 hrs
I'm live now on @CKNW talking about the death of #CBSA detainee. Who's in charge?

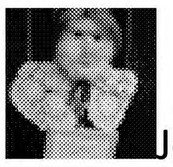
 Joshua Sohn @jbsohn 3 hrs
New details emerging after Mexican woman dies in #CBSA custody http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/ …

 Josh Labove @jlabove 6 hrs
The death of a woman in #CBSA custody shows how borders are made into legally ambiguous spaces as a security tactic: http://ow.ly/2aNGEW
from Greater Vancouver, British Columbia

 bee @stalecupcake 11 hrs
No lawyers allowed? How is this LEGAL? “@VancouverSun: woman died after #CBSA arrest hanged herself in #YVR cell http://ow.ly/2DlVR1 ”

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The Vancouver Sun @VancouverSun 11 hrs
Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli


Joan Rollins @joan_rollins 12 hrs
via @24hoursvan @sumwin10 R proud peaceful nation now the schoolyard bully. BTW #CBSA goons @ YVR Most Unfriendly. Bad vibes 4 Visitors
View conversation Hide conversation


S•A @MenolakGanteng 12 hrs
#CBSA ~ "Cuaca Bogor Sedang Ahhay" •••zZzz..zzZZz..zz from Bogor Selatan, Kota Bogor Collapse

News1130 @News1130radio 12 hrs
#CBSA detention can be a political no-man’s-land http://dlvr.it/4pKQH3


David P Ball @davidpball 15 hrs
Confidentiality agreement in Mexican woman's #CBSA custody suicide: Priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 15 hrs
Confidentiality agreement alleged in Mexican woman's death in #CBSA custody: Last-rites priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #YVR #Immigration

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From: Wudel, Stefanie
Sent: January 28, 2014 5:10 PM
To: Bolton, Bernée
Cc: St John, Faith; Carnadin, Amitha
Subject: RE: Media Coverage

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, 604.319.8655 (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful

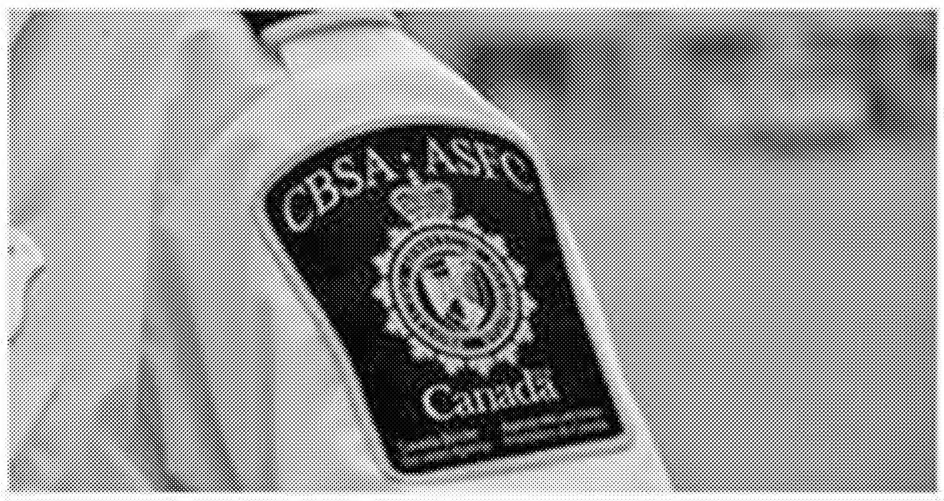
http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamono like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Kamyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

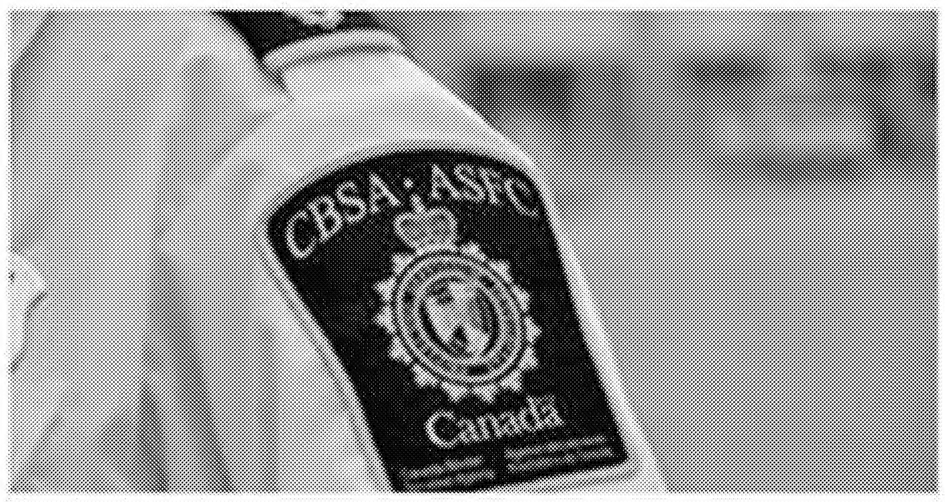
Reclaim Turtle Island
Community

No One Is Illegal Montréal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
5 hours ago

Migrant woman dies in-custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.

Like · Comment · Share 2

Fernando Wolf likes this.

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Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
6 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
9 hours ago

Luca Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grise), dying by suicide (we remember the Walji family, Habtom Kibraeb, Hossein Bujani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
cbsa.cance.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
8 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Luca Vega Jimenez



Mexican woman dies in Border Services custody
Vancouver.24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Like · Comment · Share 16

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
20 hours ago

http://www.youtube.com/watch?v=zy2PkOU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.315.1255 Toll-free: 866.853.9707 Fax: 613.421.2208 http://www.justicefordeepan.org/

Like · Comment · Share

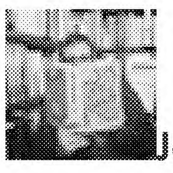
Janeka Titanium Milay, Gee Tee, Stanislav Kupferschmidt and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
Yesterday

Documentary on SB 1070 in Arizona

TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

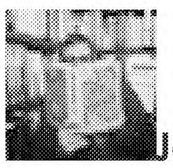
I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

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2. **SFU Media Relations** @sfupamr 50m

   #SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

   Expand Collapse

3. 
Josh Labove @jlabove 59m

   The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

   Expand Collapse

- Report Tweet

4. 
Josh Labove @jlabove 1h

   MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story

   
Helena Handbasket @MyPetGloat 19 hrs

   Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

   Mexican woman dies in border services custody
   The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

   7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

   The Vancouver Sun @VancouverSun 21 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

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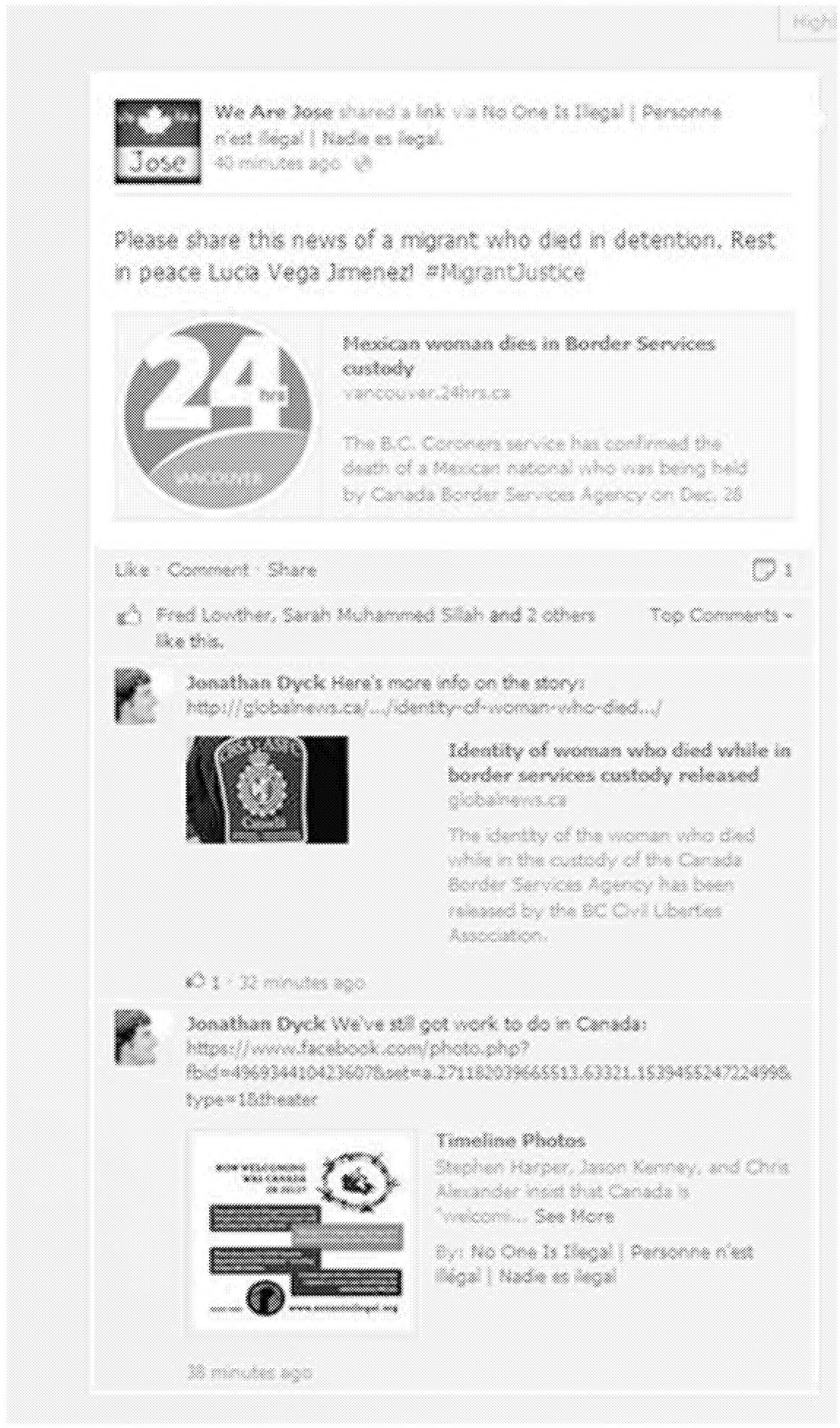
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

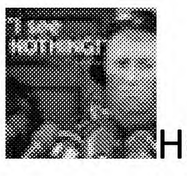
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TWITTER (as of 3 pm PST)

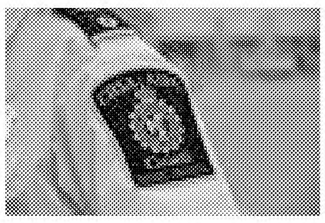
1.  **We Are Jose** @wearejose 9 mins

Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley

 Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

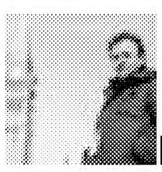
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 06:05 PM
To: MacVicar, Roslyn; MacKillop, Ken; Scoville, Kim; Dyck, John; Gray, Yvette-Monique; Boldt, Perry; Jarrette, Amy; Stokes, Mark
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage Afternoon edition

End of day to follow – many of the reporter's follow up inquiries had 4 – 5pm deadlines. Social media activity has dropped off but notable.

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what

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happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

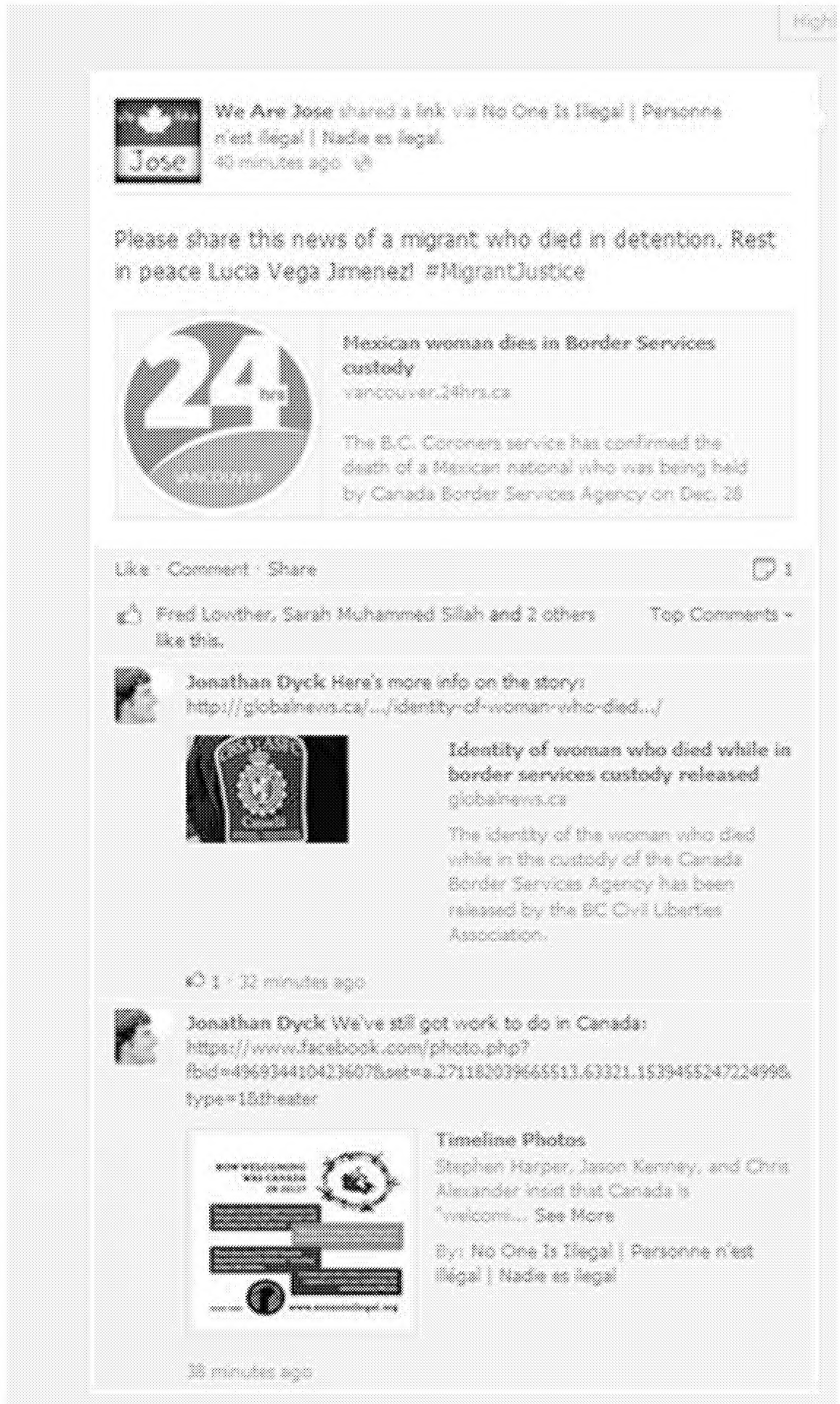
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

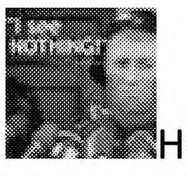
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TWITTER (as of 3 pm PST)

1.  **We Are Jose** @wearejose 9 mins

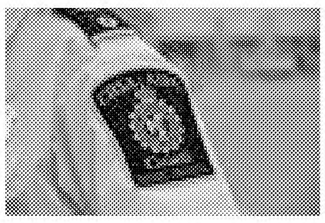
Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley



Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

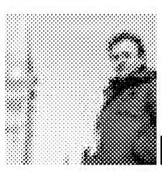
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Dyck, John
Sent: January 31, 2014 05:04 PM
To: Scoville, Kim
Subject: FW: message

Note from security to go out... OKÉ

From: Averill, Sean
Sent: January 31, 2014 2:00 PM
To: Dyck, John
Subject: message

As discussed...

Good afternoon,

It has come to our attention that there will be a vigil outside of the CBSA offices located at 300 West Georgia Street Vancouver, BC, on January 31st, 2014 commencing at/about 5:30 pm. This event has been organized in response to the recent news of a foreign national passing away while in CBSA custody. It is not known how many persons will attend this event, or if the group will move to other known CBSA offices. We expect this to be a peaceful demonstration, not unlike other organized events that have taken place outside our Library Square office.

Pacific Region Security Services is recommending that all CBSA staff and Government of Canada employees working at or near Library Square, as well as, those staff members who may need to be in the area, are made aware of this event. This vigil could impact one's ability to leave the area at the close of business, or to perform work during the afternoon shift. Should this event prevent you from leaving your work location or your ability to perform work, please let your supervisor / manager know and discuss available options. Alternative exits from the building may have to be used, as well as, changing frequently used routes to and from the building.

Furthermore, it is recommended that uniformed personnel and / or marked CBSA vehicles not make their presence known in the area of the vigil.

All staff are encouraged to be cognizant of their surroundings, as well as, the events and situations taking place at or near Library Square. If you find yourself in need of urgent help, dial 9-1-1 and request the assistance of the police. Once you are safe, the incident should be reported to your manager and a security incident report submitted.

If you are aware of any CBSA personnel who may not receive this message through established distribution lists, e.g. members of headquarters visiting the region, please let them know about this planned event.

The Region will continue to monitor this situation, and provide any necessary updates.

If there are any questions, please contact the undersigned at

Sean Averill
Acting Security Manager
CBSA – Pacific Region

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Franklin, Paulette

From: Boldt, Perry
Sent: January 31, 2014 04:33 PM
To: Scoville, Kim
Subject: Fw: STATEMENT BCHIC VERSION 3

Categories: BCIHC

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Boldt, Perry
Sent: Friday, January 31, 2014 12:54 PM
To: Bolton, Bernée
Subject: RE: STATEMENT BCHIC VERSION 3

Made some grammar edits to ensure style consistency.

Statement on incident at British Columbia Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP's investigation, which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA's British Columbia Immigration Holding Centre.

Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations, it was inappropriate to disclose information about this situation to the media.

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Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter, if required.

The CBSA is reviewing procedures and operations for immediate action. This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure, however until such time as the BC Coroners Service completes their investigation, the CBSA will not be commenting further on the case.

From: MacVicar, Roslyn
Sent: January 31, 2014 12:12 PM
To: Dyck, John; Scoville, Kim
Cc: Boldt, Perry
Subject: RE: STATEMENT BCHIC VERSION 3

Approved for release. roz

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Dyck, John
Sent: January 31, 2014 12:11 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Boldt, Perry
Subject: FW: STATEMENT BCHIC VERSION 3

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OK. Final. Good to go?

From: Bolton, Bernée
Sent: January 31, 2014 12:03 PM
To: Dyck, John
Subject: FW: STATEMENT BCHIC VERSION 3

3 changes made in blue:

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 28, 2014 04:44 PM
To: MacVicar, Roslyn; Scoville, Kim
Subject: Fw: URGENT: For Approval - Responses - BC Coroner Case

Categories: BCIHC

FYI
Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Tuesday, January 28, 2014 01:28 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

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From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them.
We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée
Sent: January 28, 2014 3:02 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha
Subject: URGENT: For Approval - Responses - BC Coroner Case
Importance: High

I understand you will have a statement soon. Here are 2 pending media calls.

REACTIVE

3 Media Queries:

24 Hours: @gmail.com
Questions: 1. It is initially believed that Vega Jimenez attempted suicide either in holding cell or hospital. Is this at all suspected? Why was she taken to hospital?
2. Was her family asked to sign any kind of confidentiality or non-disclosure agreement? If so, why, and under what conditions (ie. to repatriate the remains, to travel to Canada without documents, etc?)
3. Was she an undocumented worker in BC? What was the reason for her detention by CBSA? Was she facing imminent deportation?

Vancouver Sun: @vancouversun.com
Questions: When did CBSA arrest Ms Jimenez? -the circumstances of that arrest? -When was she transferred into the custody of Genesis Security? What is CBSA's policy regarding transfers? -What is CBSA's practices regarding checking on detainees? -Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice? -How often does CBSA do checks on inmates in cells? -What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain? -What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security? -How many other security firms does CBSA contract with and what are their names?

– CBC, @cbc.ca
Questions - seeking on camera and any further case details, case history, incident details, was she previously deported?

Issue: See previous case background

Deadline: ASAP

Response:

The Richmond RCMP has concluded their investigation. I will refer you to them for related questions.

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The CBSA will not comment further other than to confirm the agency continues to cooperate with the BC Coroner's Office.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 29, 2014 08:15 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Sidhu, Sonia
Subject: FW: Vigill and petition

Categories: BCIHC

FYI. 140 people have indicated via Facebook that they are attending the event. Note that event is scheduled to take place at 5:30 pm on a Friday. Library square tower will be fairly empty.

From: Clarke, DougC
Sent: January 29, 2014 4:57 PM
To: Bolton, Bernée
Cc: Lane, Christian
Subject: RE: Vigill and petition

Thanks Bernee, we will also be engaging Security and developing an operational plan.

From: Bolton, Bernée
Sent: January 29, 2014 4:19 PM
To: Dyck, John; Boldt, Perry; Clarke, Laura; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Vigill and petition

140 people have indicated they are attending the event via Facebook; 774 folks have signed the petition.

Bernée

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From: Dyck, John
To: MacVicar, Roslyn; Scoville, Kim
Subject: FW: URGENT: For Approval - Responses - BC Coroner Case
Date: January 28, 2014 02:17:22 PM

MO/PCO approved lines

From: Graham, Maja
Sent: January 28, 2014 1:29 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Bailey, Esme; MacKillop, Ken; Jarrette, Amy; PAC, CBSA-Communications; Giolti, Patrizia
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Hello Bernée. Please find the MO/PCO approved response for the outstanding media queries. I will be responding to Global National as I have been dealing with her directly. Please let us know when completed. Thank you, Maja

Response:

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The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Relations | Relations avec les médias
613-952-0522

From: Jarrette, Amy
Sent: January 28, 2014 3:38 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them.
We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Franklin, Paulette

From: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières
Sent: January 31, 2014 05:00 PM
To: CBSA-ASFC-DIST_Emerg-Urgence_Cat1_Notification
Cc: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Leckey, Geoff
Subject: NEW : Scheduled Vigil for death of Detainee infront of CBSA Office in Vancouver

Significant Event – D1003158 NEW
Border Operations Centre (BOC)
Centre des opérations frontalières (COF)

Synopsis -
On January 30, 2014, the Pacific Region Enforcement and Intelligence Division (EID) became aware of a planned vigil/community gathering to be held outside the offices of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. The vigil is scheduled for today, Friday January 31, 2014 at 1730 PT and is in reference to a December 20, 2013 incident at the Vancouver Immigration Holding Centre and subsequent death of a detainee. This incident has recently attracted a great deal of media attention.

As of 1200 PT January 31, 2014 a single protester has been observed outside the office of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. This individual is walking up and down West Georgia between Homer and Hamilton carrying a placard. At about the same time local media was observed filming a news story relating to the planned vigil this evening, using 300 West Georgia as a backdrop. An update of social media confirms that this evenings planned vigil is going ahead and the total number of participants confirmed to be attending has now reached 277.

Please note there will also be a scheduled Seattle Seahawks (12th man North) rally planned for the same location just prior to this event (vigil).

Further information on the vigil can be found at the following links:
http://noii-van.resist.ca/
http://www.cbc.ca/news/canada/british-columbia/lucia-vega-jimenez-found-hanging-in-cbsa-shower-stall-1.2515956

Impact -
Unknown at this time.
Potential media attention.

CBSA Action/Next Steps –
EID is working with Corporate and Program Services Division, the Vancouver Police Department and building security on a plan to protect the CBSA offices during the vigil while respecting the right of individuals to gather peacefully. Regional Security and Media Relations are involved in planning, and an Intelligence Analyst has been assigned to gather information on an ongoing basis. The CBSA office closes at 1600 PT and the building will be locking the doors at 1630 PT and access to the building will be restricted to building tenants only.

The BOC will monitor and provide updates as they become available.

Source –
James Deans, Manager, Regional Programs, Inland Enforcement Section, Enforcement and Intelligence Division Pacific Region Enforcement and Intelligence Operations

This notification was provided on behalf of Duty Executive Geoff Leckey

This information is classified Protected A. Only for distribution internal to CBSA. If you have any questions or follow up requests for detailed information, please contact the Border Operations Centre at 613-960-6001.

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 08:42 PM
To: Dyck, John; Scoville, Kim; MacKillop, Ken; Giolti, Patrizia
Cc: Boldt, Perry
Subject: On site

Global. Sat truck, ctv, cbc , lots of photogs. Approx 40 people.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Friday, January 31, 2014 08:32 PM Eastern Standard Time
To: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry
Subject: Re: Significant Event Notification - Pacific Region

Update #2:
As of 1730 approximately 2 dozen vigil attendees on scene lighting candles and holding placards. Local media doing interviews. VPD on scene.
James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Friday, January 31, 2014 12:50 PM
To: Deans, James; CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Traverse, Tanya; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry
Subject: RE: Significant Event Notification - Pacific Region

Update #1

As of 12:00 January 31, 2014 a single protester has been observed outside the offices of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. This individual is walking up and down West Georgia

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between Homer and Hamilton carrying a placard. At about the same time local media was observed filming a news story relating to the planned vigil this evening, using 300 West Georgia as a backdrop. An update of social media confirms that this evenings planned vigil is going ahead and the total confirmed to be attending has now reached 277. Further updates will follow when the protest begins or as events unfold.

James Deans
Manager Regional Programs

From: james.deans@cbsa-asfc.gc.ca [mailto:james.deans@cbsa-asfc.gc.ca]
Sent: January 30, 2014 5:06 PM
To: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Traverse, Tanya; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry; Deans, James
Subject: Significant Event Notification - Pacific Region
Importance: High

Significant Event Notification - Pacific Region

Sender_Title:
James Deans / Manager Regional Programs

Contact:
604-666-5731

Specific Location:
Inland Enforcement Offices

Date_Time:
January 30, 2014, 1704 hrs

Port/Office:
Inland Enforcement Section

Date of event:
January 31, 2014

Time of event:
1730 PST

Event Reported to BOC via Telephone?:
No

BOC Officer:

Incident_Event_Type:
Incidents that may result in serious complaint/media interest, Threat to physical CBSA assets or infrastructure

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Seizures:

Summary:
The Pacific Region Enforcement and Intelligence Division (EID) has become aware of a planned vigil/community gathering to be held outside the offices of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. The vigil is scheduled to begin at 1730 Friday January 31, 2014 and is in reference to a December 20, 2013 incident at the Vancouver Immigration Holding Centre and subsequent death of a detainee. This incident has recently attracted a great deal of media attention. EID is working with Corporate and Program Services Division, the Vancouver Police Department and building security on a plan to protect the CBSA offices during the vigil while respecting the right of individuals to gather peacefully. Regional Security and Media Relations are involved in planning, and an Intelligence Analyst has been assigned to gather information on an ongoing basis. The CBSA office closes at 1600 and the building will be locking the doors at 1630 and access to the building will be restricted to building tenants only. Updates will follow on the day of the planned protest. Further information can be found at the following link: http://noii-van.resist.ca/

Update:

Sent from / Envoyé par :
http://atlas/pacr-rpac/event_reporting/regional_sigevent_eng.asp

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Franklin, Paulette

From: Gray, Yvette-Monique
Sent: January 14, 2014 08:07 PM
To: Scoville, Kim; 'Graham.Stark@justice.gc.ca'
Cc: Séguin, Marie-France; MacVicar, Roslyn
Subject: RE: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -

Categories: BCIHC

Kim,

From: Scoville, Kim
Sent: January 14, 2014 9:23 AM
To: 'Graham.Stark@justice.gc.ca'
Cc: Séguin, Marie-France; MacVicar, Roslyn; Gray, Yvette-Monique
Subject: Re: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -

Let's chat tomorrow....

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Stark, Graham [mailto:Graham.Stark@justice.gc.ca]
Sent: Tuesday, January 14, 2014 09:19 AM
To: Scoville, Kim
Cc: Séguin, Marie-France; MacVicar, Roslyn; Gray, Yvette-Monique
Subject: RE: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -

PROTECTED: SOLICITOR-CLIENT PRIVILEGE

Hi Kim:

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The information in this e-mail message including any attachments is intended only for the named recipients above and may contain confidential or privileged information. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by replying to the message and deleting all copies of it from your computer.

Ce courriel de même que toute pièce jointe s'adresse seulement au(x) destinataire(s) désigné(s) et peut contenir des renseignements confidentiels ou privilégiés. Si vous avez reçu ce message par erreur ou que vous n'êtes pas un destinataire désigné, veuillez avertir immédiatement l'expéditeur en répondant au message et effacez-en toutes les copies dans votre ordinateur.

From: Scoville, Kim [mailto:Kim.Scoville@cbsa-asfc.gc.ca]
Sent: 2014-Jan-14 8:13 AM
To: Stark, Graham; Seguin, Marie-France (CBSA)
Cc: MacVicar, Roslyn; Gray, Yvette-Monique
Subject: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information
Importance: High

Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé

Kim.

From: Deans, James
Sent: January 13, 2014 3:34 PM
To: MacVicar, Roslyn; Boldt, Perry; Scoville, Kim; Sidhu, Sonia; Hellsten, Sari; Sidhu, Karen; Dyck, John; Sin, Jenny
Cc: Gray, Yvette-Monique; Li, Yvonne; Anaka, Jennifer
Subject: Request for information
Importance: High

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Thank you again for your support to EID during and after the incident, and for your cooperation with the Agency's response to investigative agencies in this matter.

Regards,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: MacKillop, Ken
Sent: January 31, 2014 06:22 PM
To: MacVicar, Roslyn; Bolduc, Martin; Xavier, Caroline
Cc: Scoville, Kim; Boldt, Perry
Subject: Re: Urgent: CBSA statement BC IHC

Roz, I completely understand.

I believe that we can still use the statement content in our responses to media although this is arguably not as effective as issuing in its entirety.

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacVicar, Roslyn
Sent: Friday, January 31, 2014 06:02 PM
To: MacKillop, Ken; Bolduc, Martin; Xavier, Caroline
Cc: Scoville, Kim; Boldt, Perry
Subject: Urgent: CBSA statement BC IHC

Ken: I do not understand this change in direction. I strongly believe that the Agency needs to go out with a statement before the Vigil/Protest of this evening in Vancouver. We continue to receive local/national media calls on this issue. This statement has strong support at all levels in this organization. roz

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 2:39 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry
Subject: FW: For urgent approval: CBSA statement BC IHC

FYI and we have one more media inquiry coming your way with language from the statement. I will keep you advised on decisions about the statement.

Bernée

From: MacKillop, Ken
Sent: January 31, 2014 2:36 PM

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From: Deans, James
To: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry
Subject: Re: Significant Event Notification - Pacific Region
Date: January 31, 2014 07:14:21 PM

Update #3

Demonstration wrapped up at 1840 PST. Estimate around 100 in attendance. Candlelight vigil. Multiple speeches. Posters and banners on display. Mainstream local media outlets on site. VPD observed from across Hamilton and Georgia streets. As of 1910 PST small group still mingling at corner of Hamilton & Georgia. VPD remain nearby observing. This matter is considered concluded, no further updates will be provided.

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
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700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Friday, January 31, 2014 05:32 PM
To: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry
Subject: Re: Significant Event Notification - Pacific Region

Update #2:
As of 1730 approximately 2 dozen vigil attendees on scene lighting candles and holding placards. Local media doing interviews. VPD on scene.
James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique

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James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Deans, James
Sent: Friday, January 31, 2014 12:50 PM
To: Deans, James; CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Traverse, Tanya; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry
Subject: RE: Significant Event Notification - Pacific Region

Update #1

As of 12:00 January 31, 2014 a single protester has been observed outside the offices of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. This individual is walking up and down West Georgia between Homer and Hamilton carrying a placard. At about the same time local media was observed filming a news story relating to the planned vigil this evening, using 300 West Georgia as a backdrop. An update of social media confirms that this evenings planned vigil is going ahead and the total confirmed to be attending has now reached 277. Further updates will follow when the protest begins or as events unfold.

James Deans
Manager Regional Programs

From: james.deans@cbsa-asfc.gc.ca [mailto:james.deans@cbsa-asfc.gc.ca]
Sent: January 30, 2014 5:06 PM
To: CBSA-ASFC_Border Operations Centre-Centre des Opérations Frontalières; Dyck, John; Linde, John; Scoville, Kim; ROC-COR, Pacific; Traverse, Tanya; Bolton, Bernée; PAC, CBSA-Communications
Cc: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Traverse, Tanya; PAC-Dist_EID_DMT; PAC-Dist_EID_IEMT_IR; PAC-Dist_EID_IEMT_HD; Boldt, Perry; Deans, James
Subject: Significant Event Notification - Pacific Region
Importance: High

Significant Event Notification - Pacific Region

Sender_Title:

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James Deans / Manager Regional Programs

Contact:
604-666-5731

Specific Location:
Inland Enforcement Offices

Date_Time:
January 30, 2014, 1704 hrs

Port/Office:
Inland Enforcement Section

Date of event:
January 31, 2014

Time of event:
1730 PST

Event Reported to BOC via Telephone?:
No

BOC Officer:

Incident_Event_Type:
Incidents that may result in serious complaint/media interest, Threat to physical CBSA assets or infrastructure

Seizures:

Summary:
The Pacific Region Enforcement and Intelligence Division (EID) has become aware of a planned vigil/community gathering to be held outside the offices of the Pacific Region Inland Enforcement Section at 300 West Georgia Street, Vancouver. The vigil is scheduled to begin at 1730 Friday January 31, 2014 and is in reference to a December 20, 2013 incident at the Vancouver Immigration Holding Centre and subsequent death of a detainee. This incident has recently attracted a great deal of media attention. EID is working with Corporate and Program Services Division, the Vancouver Police Department and building security on a plan to protect the CBSA offices during the vigil while respecting the right of individuals to gather peacefully. Regional Security and Media Relations are involved in planning, and an Intelligence Analyst has been assigned to gather information on an ongoing basis. The CBSA office closes at 1600 and the building will be locking the doors at 1630 and access to the building will be restricted to building tenants only. Updates will follow on the day of the planned protest. Further information can be found at the following link: http://noii-van.resist.ca/

Update:

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Sent from / Envoyé par :
http://atlas/pacr-rpac/event_reporting/regional_sigevent_eng.asp

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From: Stark, Graham
To: Scoville, Kim
Cc: Séguin, Marie-France; MacVicar, Roslyn; Gray, Yvette-Monique
Subject: Re: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -
Date: January 15, 2014 02:19:22 PM

Graham

From: Scoville, Kim [mailto:Kim.Scoville@cbsa-asfc.gc.ca]
Sent: Wednesday, January 15, 2014 12:17 PM
To: Stark, Graham
Cc: Seguin, Marie-France (CBSA); MacVicar, Roslyn <Roslyn.MacVicar@cbsa-asfc.gc.ca>; Gray, Yvette-Monique <Yvette-Monique.Gray@cbsa-asfc.gc.ca>
Subject: RE: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -

Graham….feel free to call me at your convenience.

Regards,

Kim.

From: Stark, Graham [mailto:Graham.Stark@justice.gc.ca]
Sent: January 14, 2014 9:19 AM
To: Scoville, Kim
Cc: Séguin, Marie-France; MacVicar, Roslyn; Gray, Yvette-Monique
Subject: RE: Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé FW: Request for information - - PROTECTED: SOLICITOR-CLIENT PRIVILEGE - -

PROTECTED: SOLICITOR-CLIENT PRIVILEGE

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 30, 2014 08:20 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry; Jarrette, Amy; Stokes, Mark; MacKillop, Ken
Subject: SEPCIAL EDITION : Media Coverage - Jan 30 evening update
Attachments: noii_jan30.jpg

Categories: BCIHC

MEXICAN WOMAN'S DEATH PROMPTS CALL FOR CIVILIAN OVERSIGHT OF BORDER AGENCY

Refugee advocates are calling for civilian oversight of the CBSA after a woman died in hospital following her detention in a Vancouver immigration holding centre. Refugee advocates are calling for civilian oversight of the Canada Border Services Agency after a Mexican woman who had been working in a hotel died in hospital following her detention in the immigration holding centre at Vancouver airport. Lucia Vega Jimenez, 42, was found hanging in a shower stall and rushed to hospital on Dec. 20. She died a week later when she was removed from life support with her family present. Jimenez had been picked up in Vancouver on a transit fare violation and was handed over to the border agency for deportation. Her death was not made public until this week. It has triggered a firestorm of criticism over the lack of accountability of the border agency, with many advocates calling for the establishment of an independent civilian oversight mechanism. "In B.C. or even Ontario if someone has been killed or died in police custody there is an independent civilian investigation," explained Josh Paterson, executive director of the British Columbia Civil Liberties Association. "If this person had taken her life or died in custody of another police force there would be an independent investigation. But because she was in custody of the CBSA there is no independent investigation." Paterson and other advocates are also calling for an independent civilian inquiry and an inquest into the death of Jimenez. The B.C. coroners' office is investigating. The RCMP had been called in at the time of the incident. No charges were laid. Lorne Waldman, president of the Canadian Association of Refugee Lawyers, suggests "given the nature of the powers granted to CBSA to arrest and detain what is needed is an arms length, independent public oversight mechanism with sufficient resources to conduct proper investigations." Jean-Christophe de Le Rue, a spokesperson for Steven Blaney, the Minister of Public Safety and Emergency Preparedness, didn't answer a question asked by the Star about civilian oversight. But Le Rue did say, "we have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully co-operate with the Coroners Service of British Columbia." Neither did the border agency address the call for improved oversight. A spokesperson, Amitha Carnadin, said the agency "is not in a position to release further information while the B.C. Coroners Service investigation is ongoing. "The health and safety of those in our care is of paramount concern," Carnadin added. In a joint news release, the Canadian Association of Refugee Lawyers, the Canadian Council for Refugees and the B.C. Civil Liberties Association said the case "highlights the lack of any oversight over the actions of CBSA officials, an organization that has been given broad powers of arrest and detention by Parliament." What also concerns these groups is that "there has been no public explanation from the CBSA for what happened; whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her care while she was in custody." The Star

FACEBOOK

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago · Edited

Luca Vega Jimenez's death is the latest in a series of suicides and deaths as a result of violent and exclusionary immigration and refugee policies.

How many others are there?

Last year there were over 14,000 deportations and 9,000 migrants detained, including 289 children.

We say: not one more death, not one more detention, not one more deportation.

Sign and share this petition to keep the pressure on:
http://chn.ge/1kavtbV

Honour the life of Luca Vega Jimenez and demand justice. Friday January 31, 2014 at 5:30 pm in front of CBSA offices at 300 West Georgia

FB RSVP:
https://www.facebook.com/events/141516553539574 1/



Like · Comment · Share 50

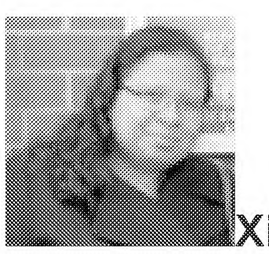
Irmaima Peña Valdivia, Iraj Rezaei, No One Is Illegal | Personne n'est illégal | Nadie es ilegal and 12 others like this. Top Comments

Luisa Fernanda Narvaez Una amiga estaba ali detenida el dia que se suicido luca. 😕 muy triste saber que algunas personas

(photo attached)

Petition: 1,475
Facebook attendees: 228

TWITTER

1.  **Xiomara Martinez** @marannalyse 2 hrs

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Very sad, not #cbsa fault. #cbsa between a rock and a hard place. @cbcasithappens: the death of Lucia Jimenez in #CBSA custody.

1. **BC Civil Liberties** @bccla 2 hrs

From @torontostar: Refugee's death prompts call for civilian oversight of border agency http://www.thestar.com/news/investigations/2014/01/30/refugees_death_prompts_call_for_civilian_oversight_of_border_agency.html … #CDNpoli #CBSA

2. 
Tomas Urbina @tomas_urbina 2 hrs

First up tonight on @cbcasithappens: the death of Lucia Jimenez in #CBSA custody. Father Eduardo, who read the Mexican woman her last rites.

3. 

Metro News Canada @MetroNewsCanada 3 hrs

Failed refugee's death prompts call for #CBSA civilian oversight http://ow.ly/t7SpU

4. 
Harsha Walia @HarshaWalia 4 hrs

Via @nooneisillegal - recent deaths & suicides of migrants in detention or facing deportation http://is.gd/bveHRg #CBSA #LuciaVegaJimenez

5. 
Harsha Walia @HarshaWalia 7 hrs

Globe and Mail: BCCLA & NOII call for independent civilian inquiry into migrant death in detention http://is.gd/UvJ9fL #cdnpoli #CBSA

VIDEO

Global News Vancouver – Report focuses on 'privacy agreement'
http://globalnews.ca/news/1117129/more-unanswered-questions-regarding-death-of-mexican-woman-while-in-yvr-detention/

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CBC Video - Priest Quoted, Genesis mentioned, clip of sister, CBSA and Minister quoted
http://www.cbc.ca/news/canada/british-columbia/lucia-vega-jimenez-found-hanging-in-cbsa-shower-stall-1.2515956

Global News Vancouver – Interviews with Barbara McClintock, BCCLA, VP of Genesis
http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/

RADIO

CBC As it Happens - http://www.cbc.ca/asithappens/listen/

From: Wudel, Stefanie
Sent: January 30, 2014 10:54 AM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 30 morning update

CANADIAN COUNCIL FOR REFUGEES - HTTP://CCRWEB.CA/EN/ORGANIZATIONS-DEMAND-ACCOUNTABILITY-BORDER-SERVICES-DEATH-CUSTODY

Canadian Council for Refugees
Media Release

For immediate release
30 January 2014

Organizations Demand Accountability for Border Services Death in Custody

Human rights organizations concerned about refugees are shocked to learn of the death of, Lucia Vega Jiménez, a Mexican woman held in custody by the Canada Border Services Agency (CBSA) at the Vancouver International Airport last month. Information about this tragic death has only recently been made public after a news agency first broke the story this week. There has been no public explanation from the CBSA for what happened, whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her care while she was in custody. This tragic case underlines the fact that there is absolutely no independent oversight of CBSA to whom the family can seek recourse.

The organizations below call on the BC Coroners Service to hold an inquest in the death of Ms. Vega Jiménez. We also call on the Government of Canada to immediately appoint an independent public inquiry into the death of Ms. Vega Jiménez with a view to determining whether it could have been prevented, whether any officials failed in their obligations, why CBSA did not immediately publicly disclose the death in their custody, what measures need to be taken to ensure that another tragedy does not occur and what form of public independent oversight over the CBSA ought to be introduced to ensure that the CBSA is held accountable

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for all of its actions Canada-wide. This case once again highlights the lack of any oversight over the actions of CBSA officials, an organization that has been given broad powers of arrest and detention by Parliament. The death of a person in custody is always a tragedy. The fact that the death was not disclosed for over one month heightens our concern. The Canadian public has the right to know what happened, why, if any officials failed in their responsibilities and what measures the government will introduce to rectify the lack of oversight over CBSA.

Canadian Association of Refugee Lawyers (CARL)
Canadian Council for Refugees (CCR)
British Columbia Civil Liberties Association (BCCLA)

Contacts:
Janet Dench, Executive Director, Canadian Council for Refugees (CCR):
514-277-7223 ext. 2 | jdench@ccrweb.ca

Josh Paterson, Executive Director, BC Civil Liberties Association (BCCLA):
604-630-9752 | josh@bccla.org

Lorne Waldman, President, Canadian Association of Refugee Lawyers (CARL):
416-254-4590 | lorne@lornewaldman.ca

WOMAN WHO HANGED HERSELF AT YVR WAS 'DESPONDENT'
Lucia Vega Jimenez had no relatives or close friends and worked illegally, sending the money she earned to Mexico

Lucia Vega Jimenez lived like a "ghost" in Vancouver. She had no family, no close friends and worked illegally as a hotel cleaner, sending all her earnings to support her ailing mother in Mexico. In the week before her suicide last month in a Canada Border Services Agency holding cell, the 42-year-old Vancouver woman was despondent. Her savings had been stolen while she was in custody, likely by the one man she trusted, her boyfriend who refused to bail her out after she was picked up by border services authorities shortly before Christmas. Vega Jimenez hanged herself in the shower at the holding cell in Vancouver International Airport Dec. 20 and was taken to hospital, where she died eight days later. "I know she was going to send $4,000 to her family," said Yasmin Trejo, who was at her bedside along with Vega Jimenez's sister, Martha, from Mexico when the ventilator that had kept Jimenez alive was turned off. "Her mom had a heart condition and was very ill. Lucia had been trying to gather the money to pay for her mother's hospital stay," said Trejo. Vega Jimenez took a cloth towel that was in the washroom of the Canada Border Services Agency's dispenser and used it to hang herself from the shower. A video that police confiscated showed her pacing back and forth from the cell to the washroom several times before she hanged herself, according to Trejo. She said a nurse told Martha that her sister had been without oxygen for at least 45 minutes, while detained in the YVR holding cells, which are run by the CBSA. "She was a human being whether she was here illegally or not. I would like to think, as Canadians, we would at least have protected her while she was here. We protect killers in cells (under surveillance) but not this woman who hasn't hurt anyone," said Trejo. The CBSA refused to discuss the case, but issued a statement Wednesday about conditions of the holding cells. "The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees)," the statement read. It went on to say that the

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authority ensures that detainees are informed of their legal rights under the Canadian Charter of Rights and Freedoms. They are told why they are being detained and given the right to retain a lawyer. Interpreters are provided when necessary. "Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation," the statement said. The death of Vega Jimenez is now being investigated by the B.C.
Coroners Service which may decide to call an inquest in the case. Jimenez was deported in 2010 but returned and had been back in Canada for seven months when she was picked up, Trejo said. She was stopped by Transit Police on SkyTrain for not having the proper fare and then taken to a Coquitlam detention centre when she could not show identity papers. She was later handed over to border services officials. "Lucia ended up being a ghost here. No one really knew her here. She had no family here," said Trejo.
"My mom's friend got her a job cleaning for cash. She knew the boyfriend but didn't have a good feeling about him."
Trejo said that after Vega Jimenez was arrested, she had asked her boyfriend to bail her out. When he refused, she called Trejo's mother's friend. The friend went with police to Vega Jimenez's apartment to try to find her savings. "Lucia was concerned this boyfriend would take all the cash she kept at home," Trejo said. Her fears proved legitimate. The money was gone.
Father Eduardo Quintero, the priest who administered the last rites, said he had never met Vega Jimenez but understands she was a kind and caring person. "Lucia came here for a better life, a sense of security." He said Martha told him Lucia helped support herself, her three children and the sisters' elderly mother in Mexico. She said Lucia had never married and had no children herself.
Martha was only in Canada for one week and had assistance from the Mexican consulate to have her sister's body flown back to Mexico and to pay the medical bill, Quintero said. "She wanted to be close to her," said Quintero, referring to the decision to have the body returned to Mexico. "It's an awakening call for all of us to be a more welcoming community. For people to be more compassionate and for us to reach out. Lucia was isolated and left alone. She had no one to count on (in Canada). "Lucia felt cornered and decided to take her life," he said. Vega Jimenez's refugee application had been turned down, so when she came to the attention of immigration authorities again they would only need to issue a deportation order without the necessity of a hearing, according to immigration lawyer Phil Rankin. Rankin explained the Canada Border Services Agency would simply write up a sworn statement and take steps to immediately remove her from Canada. He said the immigration officer would have given her bail terms that would allow her release for 24 hours in order to gather her personal effects…**Vancouver Sun**

Also in: **Canadian Press**, **CBC**; **Globe and Mail**; **Richmond News**; **Global News**; **Georgia Straight**;

Vancouver Sun Comments:

Paul Warburton · Top Commenter · Vancouver, British Columbia
Hold on ... if we go overboard with our bleeding hearts here, then the day will come when anyone who wants to live in Canada just has to threaten suicide. Let's keep our heads on straight here. First of all we need to hear more facts about this woman.
Reply · 14 · Like

Keith Spencer · Top Commenter
You are right Paul.
Long before CBSA Aboriginal People welcomed the downtrodden from Europe and look what happened! They just kept coming and coming, not only from Europe but from all over the world. They took over the land and killed off the majority of the occupants.

Thelma Ge · Top Commenter
She did not commit suicide - to do so would mean she would've died there. She attempted suicide and died later in hospital, so get your facts straight civil liberties people. CBSA aren't trained in mental health issues, just like the Police, so why are we dumping on them? I wouldn't want anybody to come into this country just because they threatened to commit suicide - that's not how you get refugee status.
Reply · 8 · Like

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Reg McGratten · Top Commenter
While it is regrettable that this happened I think that CBSA staff usually perform their jobs well people do try to que jump and enter illegally and deportations follow once they can be apprehended. It is not a popular job but someone has to do it
Reply · 4 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
One CBSA officer admitted they have more than a 1 in 200 ceisure rate, then they strip searched me and found nothing. Sounds like they're doing their job well.

Ali Marie Matheson · Top Commenter · North Vancouver, British Columbia
Okay, she didn't pay a transit ticket and that is how they caught her which means she was here illegally...I don't care for how the "Sun" DOESNT clarify the situation (and loves to suggest things like the whole of Vancouver is "outraged"...no, they're not) and yes, I agree with Paul. It's sad but CBSA probably doesn't know what to do with a suicidal person and this was beyond what they probably should have to deal with...

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Hindsight is 20/20.

Craig Peterson
WHO CARES.....here we go again....everyone BUT the victim is accountable for their actions, and in this case she isn't even a victim. Hey I spilled a hot coffee on my lap but that's not my fault, it's the fault of the person who sold me the coffee, the maker of the kettle the water was boiled in, the make of the cup the hot coffee went in who didn't put a warning on the cup and the maker of the vehicle I'm driving who put the cup holder too far away from where I was sitting....but I'm not at fault in anyway.....Christ!!!!! REALLY?
Reply · 2 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
CBSA is a JOKE. It's run by kids with 0 life experience and little education. No wonder this happened. I myself have had many run ins with them yielding no results, 2 strip searches, why? Maybe because they're prejudice against young successful people and can't understand how it could happen when they sit there making 20/h and someone there age is making 100/h. Take them to the cleaners.
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
That's my tax dollars you are talking about. so never mind taking them to the cleaners!!! Sounds like your attitude sucks!!

Paul Warburton · Top Commenter · Vancouver, British Columbia
Did you tell them you were young and successful and that you make $100 per hour ... and then suddenly they strip-searched you? Oh, okay...
Reply · Like

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Wow dude you seem to think a bit much of yourself.

Kam Bassi · British Columbia Institute of Technology
Feel very sad for her. But she was not supposed to be here in the first place. How much tax money goes to refugee claims then health care then house faculties, flights home etc. just a lot of tax money. Not trying to be cold hardest but just another perspective.

Dallas Pootlass · Acwsalcta School

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She was human. She might have been escaping something in Mexico and trying to gain some sort if wealth in canada, not unlike many of the first settlers here in the Americas, or have we forgotten that? Many Mexicans are mestizos (part Spanish and part native) and part if her ancestry goes back thousands of years. Which, by the way knew no borders. Let's not forget some of that either.
Reply · 1 · Like

Shayne Mann · Top Commenter · Vancouver, British Columbia
I agree with Craig Peterson. Here we go again....it is a joke that the Left Wing Socialists always crank up the propaganda machine and get away with it. STOP THE INSANITY!!!!
Reply · 1 · Like

Terry Masson · Top Commenter · Calgary, Alberta
she did not threaten, she actually did , you clown.....we need to ;look at every aspect of this.

Who said she didn't? Read it again. Get it now?

Holy Chryst · Top Commenter · Comox, British Columbia
Too bad she died and who ever stole her money is nothing but a snake but we cannot be held responsible for someone that was here illegally no matter what the sad story is period. She should not have been here to start with and because of the so called rights she had, she was held instead of being sent back immediately. If it was not for all the court proceedings necessary to deport her, she would have been sent back the same day. When people come here illegally they should have NO rights and be sent back without having to go to court etc.. Just being here illegally should strip them of those rights. We should have no responsibility towards keeping them here but we need to be sending them back as fast as possible without EVER feeling bad about what happens in my opinion.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Come here illegally, get deported. Sorry life is hard where you come from but if you don't follow the rules and come here illegally then you deserve to be thrown out.

Hung Huynh · Top Commenter · University of British Columbia
If anyone is at fault here, its the boyfriend.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
No one is at fault. She killed herself because she decided she couldn't live with the choices she made. Sure she was in a hard situation with her mom but she knew the risks of getting caught. I think this whole attitude of treating all mentally ill who have interactions with authority as victims.

PETITION AND VIGIL TO MOURN DEATH OF MEXICAN WOMAN IN CBSA CUSTODY

Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. **The Province**; **Red Deer Advocate**, **24 Hours**; **Montreal Gazette**; **Huffington Post**

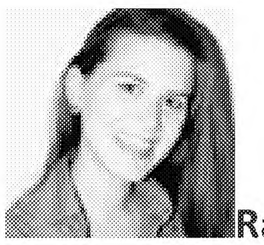
CHIEF CORONER'S STATEMENT ON THE DEATH OF LUCIA VEGA JIMENEZ

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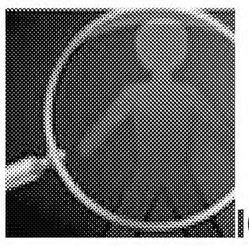
The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28, 2013, at Mount St Joseph Hospital in Vancouver, according to a news release to Vancouver Observer from the Government of British Columbia. Here's more on the death of Ms. Vega Jimenez and BC Coroners Service investigations: Ms. Vega Jimenez had been taken to hospital the morning of Dec. 20, 2013, after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on Dec. 28, 2013. Chief coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced. "BC Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Lapointe stated. "While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us," Lapointe said. "I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully co-operating with Coroners Service investigators." The decision as to whether to conclude the investigation by public coroner's report or coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Vancouver Observer; CBC; News1130; Richmond Review;

TWITTER

1.  **Rachel Browne** @rp_browne 27 mins

   #Mexican woman lived like a "ghost" in #Vancouver, was despondent after #CBSA arrest http://www.vancouversun.com/news/Mexican+undocumented+worker+Lucia+Vega+Jimenez+lived+like/9444735/story.html … #cdnimm #cdnpoli

2.  **ICLMG** @ICLMG 43 mins

   Lucia #Jimenez's death in #CBSA custody raises questions http://fw.to/aXFERad #cdnpoli #cdnimm #oversight #border

- Report Tweet

3. 

Me Quito El Sombrero @MQElSombrero 47 mins

   Un triste caso de una mujer #Mexicana"@24hoursvan: Anger grows after deportation death http://ow.ly/t5QyZ #cbsa #vancouver"

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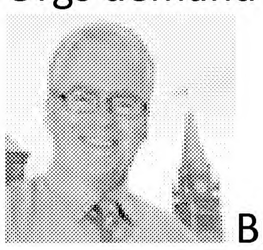
1. **24 hours Vancouver** @24hoursvan 8 mins

Anger grows against #Canada border agency after deportation death http://ow.ly/t5QyZ #cbsa #vancouver

1.  Harsha Walia @HarshaWalia 2 mins

Globe and Mail: BCCLA & NOII call for independent civilian inquiry into migrant death in detention http://is.gd/UvJ9fL #cdnpoli #CBSA

 Jamie Chai Yun Liew @thechaiyun 39 mins
Orgs demand #accountability for death in of woman in #CBSA custody: http://goo.gl/mgHBl8 #Cdnimm #ottpoli

 Bruce Hyer @brucehyer 54 mins
Very concerned about international travelers dying in #CBSA custody...and the fact not revealed for weeks: http://www.theglobeandmail.com/news/british-columbia/coroner-to-investigate-death-of-woman-who-was-detained-at-yvr/article16541906/ … #cdnpoli

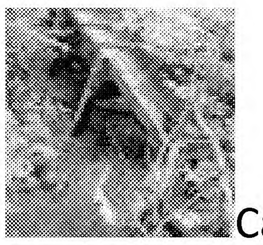
 Tracey G.E. @te_photographer 1 hr
I am very interested in seeing this Confidentiality Agreement the sister says she was asked to sign. #CBSA #griefstricken

MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA suicide in custody of Mexican Lucia Vega Jimenez (@BCCLA's @JoshVanBC & KarlaLottini http://wp.me/p2Ff2q-QS

 Josh Paterson @JoshVanBC 2 hrs
MT @W2Media: Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini) http://wp.me/p2Ff2q-QS

MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini—Liberl #Senate & Transit (@csmithstraight)—#Housing (@_jackiewong) http://wp.me/p2Ff2q-QS

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 Catherine Musekamp @catmusekamp 5 hrs
So this is the state in which we find ourselves. VanSun-Mexican woman hung herself rather than be deported http://goo.gl/HCSvrs #yvr #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Charges laid against truck driver and company. Loose tobacco seizure at the Saint-Armand/... http://bit.ly/1np27Jo #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Truck driver appears at Sherbrooke courthouse. Charged with smuggling 14,775 kg of loose ... http://bit.ly/1hQwWma #CBSA

Media Mornings @W2Media 10 hrs
Tmw 7a 100.5fm—#CBSA death (@BCCLA's @JoshVanBC & KarlaLottini—Liberal #Senate & Transit referendm (@csmithstraight)—#Housing (@_jackiewong)

 Josh Labove @jlabove 15 hrs
Going live on @CKNW to talk about the #CBSA detainee death now. Listen in, YVR!

24 hours Vancouver @24hoursvan 15 hrs
Anger grows against #Canada border agency after deportation death http://ow.ly/t5QwS #cbsa #vancouver



Josh Paterson @JoshVanBC 15 hrs
RT @bccla: Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surface http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ …

Facebook:

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We Are Jose shared No One Is Illegal | Personne n'est Illégal | Nadie es Ilegal's photo.
19 hours ago

Who cares if a migrant dies at the hands of the CBSA? We do!

Click "Like" and "Share" this if you agree the government needs to take action to ensure the human rights of all people living in Canada, regardless of their legal status.

Please sign the petition and attend the vigil in Vancouver if you're able to...

#WeAreJose

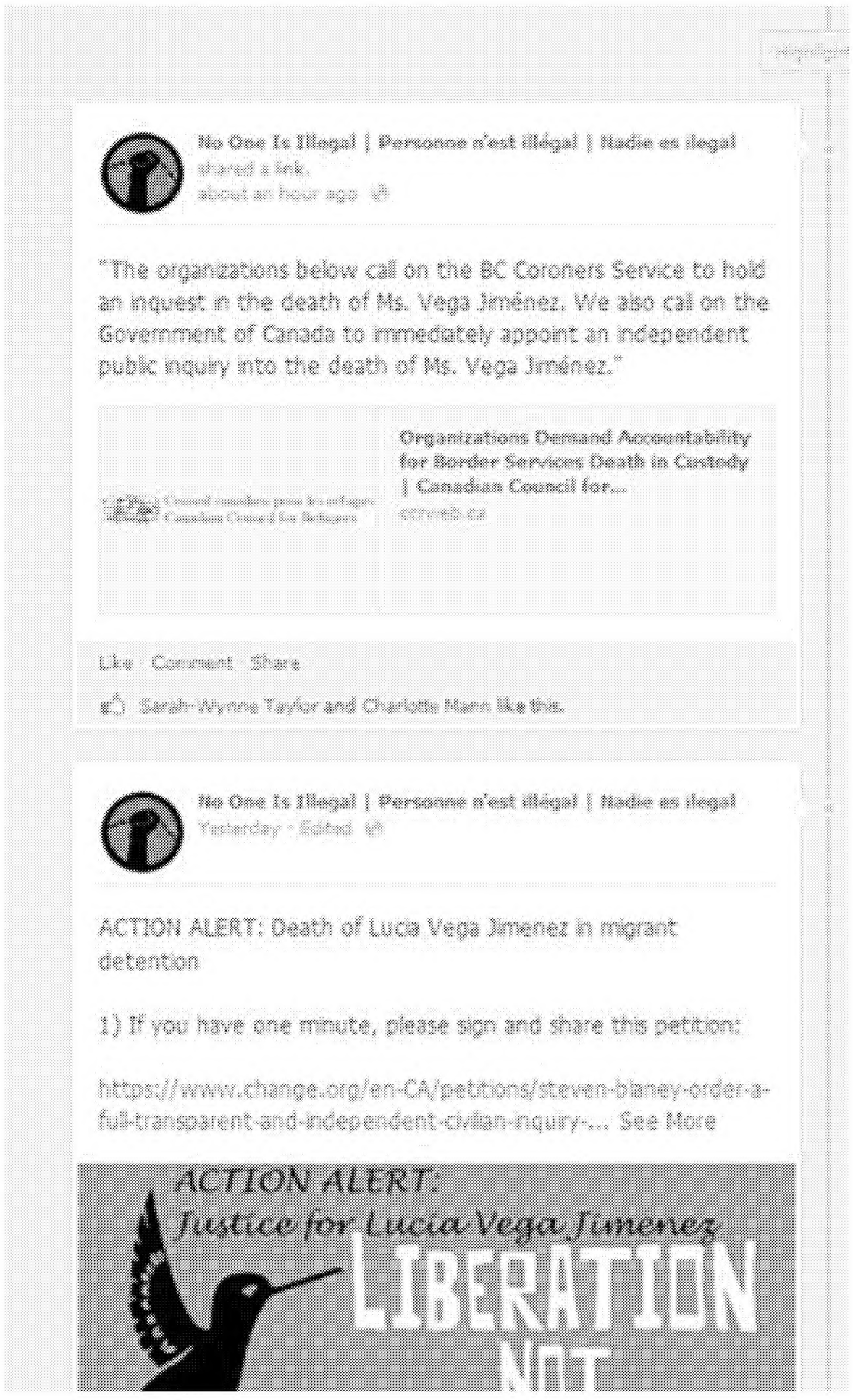
> ACTION ALERT: Death of Lucia Vega Jimenez in migrant detention
>
> 1) If you have one minute, please sign and share this petition:
>
> https://www.change.org/en-CA/petitions/steven-blaney-order-a-full-transparent-and-independent-civilian-inquiry-... See More



Like · Comment · Share

Hermosa Orique, Sasha Wood, Panchi Maico and 5 — Top Comments

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Petition: 1,306

Event attendees via Facebook: 206

From: Wudel, Stefanie
Sent: January 29, 2014 5:07 PM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 29 evening update

Lucia Vega Jimenez Death In CBSA Custody Sparks Petition
CP | By Vivian Luk, The Canadian Press Posted: 01/29/2014 1:22 pm EST | Updated: 01/29/2014 7:09 pm EST

VANCOUVER - Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers. Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre. Vega Jimenez was removed from

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life support a week later with her family present, Coroner Barb McLintock said in a written release. News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner. "It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday. Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company. "It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said. Paterson said his group finds the whole incident very troubling. "Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?" McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport. In a written news release, the group No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation. Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said. No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency. CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement. The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said. "The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement. Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital. "I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said. McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature. Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry. Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. "Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal. Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson. "You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service." The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years. "Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi. A vigil to honour Vega Jimenez is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver. **Vancouver Sun; Huffington Post**

Petition Signatures (as of 5pm): 818 signatures

Lucia Vega Jimenez arrested over fare before death in CBSA cell
Advocacy group says Vega Jimenez was working at a Vancouver hotel before arrest over transit ticket
CBC News Posted: Jan 29, 2014 1:17 PM PT Last Updated: Jan 29, 2014 3:23 PM PT
News of Lucia Vega Jimenez's death in December, after being found in medical distress in an immigration holding cell at Vancouver International Airport, has angered many in international and local communities. After some details surrounding the 42-year-old's death were made public Tuesday, almost a month after she died, Vancouver-based advocacy group No One Is Illegal launched a petition calling for a full, independent civilian inquiry into her death. A written release from the group said Vega Jimenez

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had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group said it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. By midday Wednesday, nearly 500 people had signed the petition. The petition, which also calls for a comprehensive review of migrant detention policies, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. No One Is Illegal said it is also planning a vigil to honour Vega Jimenez on Friday afternoon in front of the CBSA offices in downtown Vancouver…**CBC**

Lucia Jimenez's death in CBSA custody raises questions
Civil liberties advocate wonders why Canada Border Services Agency took so long to notify public
CBC News Posted: Jan 28, 2014 6:08 AM PT Last Updated: Jan 29, 2014 12:15 PM PT
(with video)
The B.C. Coroners Service is investigating the death of a 42-year-old woman from Mexico who went into medical distress while being detained by Canadian border officials at Vancouver International Airport last month.
Lucia Vega Jimenez died in hospital eight days after emergency crews were called to the airport to attend to her.
Coroner Barb McLintock said the woman had been in the custody of the Canada Border Services Agency for a few days and was transferred to the cells at the B.C. Immigration Holding Centre on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
'Why has it taken a month for any of this news to come out?'- Josh Paterson, B.C. Civil Liberties Association
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died, several days later, on Dec. 28.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.
McLintock said the B.C. Coroners Service is considering the incident an in-custody death, but couldn't yet say how the woman died, or comment on whether it was a case of suicide.
"We're just not going to comment on cause or classification at this point in time," she said.
Karla Lottini, is a freelance journalist from Mexico, has been following the news of Jimenez's detainment and death closely. She told CBC News that being on the verge of deportation can make people desperate.
"It's like you are not wanted, like you don't belong, like you don't deserve to stay in a safe place," she said.
Josh Paterson, with the B.C. Civil Liberties Association, questioned why Jimenez's death was only made public now.
"Well there isn't enough oversight for CBSA," Paterson said. "There is no public complaints mechanism. There is no independent civilian investigation for incidents like this. Why has it taken a month for any of this news to come out?" CBC

When a CBSA detainee dies, questions linger
SFU

I was interviewed on several media outlets (News 1130, Global BC1, CKNW) as news broke that a foreign national detained by Canada Border Services Agency at Vancouver International Airport died while in the Agency's custody last month. In particular, I ask whether or not the border is a Charter-free zone, and to what extent transparency and due process can be part of immigration enforcement programs. My research investigates the legal ambiguity of the border and the way such a space is utilized as a security tool. When an individual dies in the space of the border, answering the question, "where are they?" becomes increasingly complex. A few discoveries in this case warrant further discussion and investigation: The detainee had applied for refugee status, but was denied and scheduled to be returned to Mexico. When she attempted suicide, she was transported to a Vancouver hospital where she ultimately passed away. This raises more questions about Canada's commitment to refugees and humanitarian migration. I

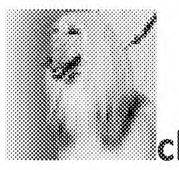
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along with many others have suggested refugee claims have taken a back seat to economic migrants–if a woman would rather die than return home, we need to be asking some tough questions about how a 'well founded fear of persecution' was not clearly demonstrated. Detention services were at least partially subcontracted to a private firm, Genesis Security. They run the ever-problematic Downtown Ambassadors program as well as serving as mall cops and nightclub bouncers–but the role of subcontractors in detention combines market-based frugality with an attempt to obfuscate law. More conversation and research is needed to hold subcontractors accountable for the work they do as and on behalf of peace officers like the Canada Border Services Agency. The use of detention pre-emptive to admission to Canada creates legal challenges for the way the Charter and rights of due process are administered. While there is precedent to suggest that a CBSA detention centre is Canada for Charter claims, there are increasingly arguments that the border (and the detention centres within its midst) are then not Canada and the people contained within it are potentially not subject to Canadian law, nor are they afforded the right of counsel or consular services. (Note, this is not my argument, but an argument that is utilized to maintain immigration enforcement programs outside of the realms of Canadian jurisprudence.) The CBSA never informed the media, the consulate of Mexico, or the public in any meaningful way that this death had occurred and it was only upon the case being referred to the BC Coroner's Service did answers begin to surface. This points to an organization that is hostile to transparency by design. While we have long claimed that transparency was somehow not in the interest of safety, cases such as this one should force a reevaluation. Immigration law is not criminal law but increasingly immigrants and refugee applicants are enduring experiences that look more like the criminal system. Notably, detention in the US, Canada, and the UK has evolved from accommodation to look and feel more like prisons. Often detention occurs in prisons or jails and in the US and UK, the largest prison contractor is the largest supplier of bed space for immigration needs as well. There are handcuffs and steel bars–but the detainees have not committed a crime. An unsuccessful refugee applicant, for instance, has not committed a crime, but will be placed in material conditions that are akin to the way we treat criminals. The result has been conflating 'migrant' with 'criminal'–this has stifled immigration debates in the U.S. for far too long.

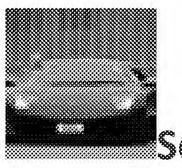
TWITTER

1.  **We Are Jose** @wearejose 31 mins

   Remind @MinStevenBlaney & the #CBSA about #HumanRights - sign the petition: http://noii-van.resist.ca/?p=5744 #not1more #cdnpoli pic.twitter.com/5ot72JzMVu

2.  **cheena1** @cheena1 46 mins

   Lucia Vega Jimenez arrested over fare before death in #CBSA cell http://fw.to/OtxcJFJ #cdnpoli #immigration #HeilHarper #Evil RT #nocpc

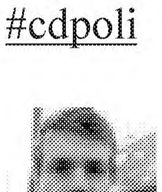
3.  **Scott Jordison** @Scott_Jordison 1 hr

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@CBCVancouver Heard little on this story, and again there needs to be a supervisory area of CBSA other then higher ranked agents. #CBSA

4. **News1130** @News1130radio 1 hr

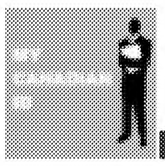
Coroner confirms woman in #CBSA custody attempted suicide http://dlvr.it/4pfyQB

1.  **We Are Jose** @wearejose 8 mins

#EndMigrantDetention & hold the #CBSA accountable: Petition & Vigil http://noii-van.resist.ca/?p=5744 #not1more #bcpoli #vanpoli pic.twitter.com/5ot72JzMVu

2. **News1130** @News1130radio 20 mins

BREAKING: @bccoroners confirms woman who died while in #CBSA custody last month had attempted suicide before being taken to hospital.

3.  **MY CANADIAN ID** @MyCanadianID 59 mins

Vigil planned for #Mexican woman who died while in #CBSA's custody at #Vancouver airport: http://bit.ly/Mhf2Pb #cdnimm #cdpoli

4. **Jacob Parry** @jcbcp 1 hr

scariest part of Lucia Vega Jimenez's death: she was arrested by transit police for unpaid bus ticket-then transfered to #CBSA custody #YVR

5.  **Jacob Parry** @jcbcp 1 hr

Tragic, enraging- detained Mexican migrant dies in #CBSA custody at #YVR, death kept secret for over a month. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

6.  **Rod Mickleburgh** @rodmickleburgh 1 hr

Why does the non-accountable, non-communicative Canada Border Services Agency have so much power? #cdnpoli #cbsa a bad situation

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1.

2. **Simon Fraser Univ.** @SFU 25 mins

RT @jlabove: My take on the #CBSA detainee death: http://i.sfu.ca/ubfCiv #SFU

3. **News1130** @News1130radio 3 hrs

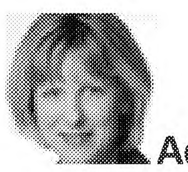
Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

4. **BC Civil Liberties** @bccla 3 hrs

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

5.  **Eva Salinas** @eva_sita 4 hrs

heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd

6.  **AdrienneTanner** @AdrienneTanner 4 hrs

Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

The Vancouver Sun @VancouverSun 15 hrs

Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli

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From: Wudel, Stefanie
Sent: January 29, 2014 11:21 AM
To: PAC, CBSA-Communications
Cc: Carnadin, Amitha
Subject: Media Coverage - Jan 29 morning update

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Morning Media Summary

Petition and vigil to mourn death of woman in CBSA custody
The petition has been authored by the group No One Is Illegal
The Canadian Press January 29, 2014 10:35 am

VANCOUVER – Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.
It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation.
The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. News 1130; Montreal Gazette ; Info Tel; Yahoo ; Vancouver Sun

CBSA detention can be a political no-man's-land

Woman's death after being held in custody highlights need for more oversight
Investigation sought after visitor dies in custody of border services agency
Woman dies while in custody of Canada Border Services Agency
Canada's border agency enlisting informants, prompts internal review
VANCOUVER (NEWS1130) – The details still aren't clear about why a woman died after being held in custody by Canada Border Services agents at the Vancouver International Airport. The woman was held for several days and then taken to hospital with a medical emergency where she later died. Security expert Josh Labove with SFU says being in CBSA custody is a grey area, or as he puts it, a political no-man's-land. "The issue in the meantime is that you're not really in Canada, and, you're not in the place that you left. So consular privileges don't extend to you either." Labove says unlike police detention, there is no clear oversight. "The transparency and the openness of the care they (CBSA) are providing I don't think is particularly clear or honest or forthright." Once you're arrested you're usually read your rights meaning you're given certain privileges under the Canadian Charter. It's a little different if you're held by the CBSA at a point of entry says Labove. "Just because we've landed at the airport, doesn't necessarily mean we have all the rights and privileges of being in Canada." That can leave detainees in that grey area.
"And when the Charter doesn't cover them, then due process and the rights and privileges we associate with Canadian criminal procedure or civil procedure don't apply." The CBSA won't comment on the case other than to say it is co-operating with a police and coroner's investigation.
The BC Coroner's office has confirmed the woman was a Mexican citizen. News 1130

Mexican woman who died after CBSA arrest hung herself rather than be deported

'It's a very lonely, isolated place out there,' immigration lawyer says of YVR holding cells

A Mexican woman desperate to remain in Canada hanged herself in the Canada Border Services Agency holding cells of Vancouver International Airport rather than face deportation. Lucia Vega Jimenez, 42, used a shower curtain to strangle herself on Dec. 20, a day after being placed in the stark holding facility. She died eight days later at Mount St. Joseph's Hospital in Vancouver. She left no suicide note. Vega Jimenez had previously made a refugee claim in Canada that was rejected in 2010. It is not known whether she was deported, but she was back in Canada shortly before Christmas when she was picked up by Transit police. She had not paid her bus fare and when police learned of her identity, they called Border Services, said Father Eduardo Quintero, the priest who administered her last rites. "She was being deported at the airport and she took her own life," Quintero said. He did not know Vega Jimenez but was contacted by her family in

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Mexico when they found out she was dying. They wanted him to visit the hospital, anoint Vega Jimenez and provide spiritual comfort to her sister Martha, who had travelled from Mexico to be by her side.
She had no contact with relatives in Mexico or friends in Vancouver while in detention, according to Quintero. Immigration lawyer Phil Rankin said lawyers are not allowed to visit YVR's holding cells, which are run by the Canada Border Services Agency, and in 15 years he has only been able to get in once. "It's a very lonely, isolated place out there," he said. "No one gets in or out. It's very impersonal, very secure (and) very private. There's no John Howard Society, no visits from family or lawyers. They want to move these people without fuss or muss. There's no oversight by non-officials." Rankin said if someone was distraught, there would be little opportunity for an outsider to come to their aid. Josh Paterson, executive director of the B.C. Civil Liberties Association, said the watchdog is "very troubled" by the death in custody. "We have a lot of questions and very few answers," Paterson said. "Nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?" There is no independent oversight of the agency's operations, he said, unlike other law enforcement agencies in B.C. A spokeswoman for the Canada Border Services Agency, Amitha Carnadin, refused to answer Vancouver Sun questions emailed to her regarding the policies and procedures in place at the YVR holding cells. Nor would she confirm which security agency is contracted with CBSA to work there. Carnadin said Richmond RCMP investigated and determined the matter was not criminal in nature. "The health and safety of those in our care is of paramount concern," Carnadin said in an email. "We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life." The national vice-president of the Customs and Immigration Union said he was "shocked" to hear about the death, via the media. "None of my members (federal law enforcement officers with CBSA) are involved in this case," said Jason McMichael. "(Vega Jimenez) was not in my members' custody. I can only speculate she was in the custody of the contractors.
"I should have been briefed by the CBSA, but that is their prerogative." Rankin said he assumes the private security contract CBSA has at the airport is with Genesis Security, since that firm also does the CBSA contract for the immigration holding cells at 300 West Georgia in Vancouver. But, Rankin added, when he visited YVR's holding cells recently, it was very clear to him that federal corrections officers from CBSA were in charge and the security staff, likely from Genesis, were not doing anything without their oversight. Calls to Genesis Security's president and vice-president were not returned. News of Vega Jimenez's death one month ago was only made public Monday. Neither the CBSA nor the B.C. Coroners Service would say how Vega Jimenez died or provide any information about the circumstances of her death. "The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing," Carnadin said. Coroners Service spokeswoman Barb McLintock said she couldn't confirm the cause of Vega Jimenez's death or even its classification. McLintock said it's also not yet known whether a coroner's inquest will be held. Rankin said he believes a coroner's inquest is necessary, particularly since the case could shed light on what goes on at YVR holding cells given the lack of civilian oversight. Quintero said he believes it would be helpful if priests could regularly visit people in detention at YVR. While he was a priest in Mexico, he said, it was common for him to visit immigration centres there to provide spiritual support to detainees. Vancouver Sun

COMMENTS (as of 11:20 am PST)

Miriam Berman · Top Commenter · University of British Columbia
inmates are supposed to be checked every 15 min while in custody... these checks were not done or she would be alive today... there are cameras in the cells and the officer must keep a written log of every check
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
She hung herself in the shower, there are no cameras there! How long do you think it takes to hang oneself? Not 15 minutes, that's for sure!
Reply · 1 · Like
Top of Form

Corrie Cullen · Burnaby South

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people die every day, why do we have to pay for babysitting, cbsa does a great job

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
I knew Genisis Security looked after CBSA's transports, but not look after lockup facilities. This is just to save money, in either case the Police Act does not apply as Genesis Security are not police officers and The CBSA is federal. The suicide was a definite in custody, and by not saying anything the CBSA brass have cast suspicion on the death. Why??? By the way, the lockup facilities from what I saw, certainly do not look stark to me. There is absolutely no reason to answer not to answer some simple questions as to the name of the victim and the apparent method of death. Unless the person displayed suicidal tendencies I doubt there can be much criticism, except for being dumb and not notifying the public. And of course the BC liberties association is up on their soap box!
Reply · 1 · Like

Jordan Wong · Top Commenter · The University of British Columbia (UBC)
You mean the dungeons underneath the hotel? They're pretty stark. At least there's some human contact in the detention cells in customs secondary.
Reply · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
Jordan Wong Do you work there? Apparently no gets in, not even lawyers. I was just judging by the photo, looked modern and clean to me. It may be underneath the hotel, but it is not one.
Reply · Like

Terry Masson · Top Commenter · Calgary, Alberta
i hope all the clowns who were posting about her having heroin in her body, are you now SUCKING ONE??? not surprized that this happened at yvr,.....we have already watched how they deal with problems there....and then they hid it for a week.....what is the elephant in the room here??...too bad vancouver does not have a real news outlet, with real investigative reporters....there is probably a story here that needs to be told.
Reply · 1 · Like

Paul Warburton · Top Commenter · Vancouver, British Columbia
Never mind "oversight." This is all about hindsight. Like they say, everybody using hindsight has 20-20 vision. How could CBSA anticipate this woman would (A) be suicidal, and (B) hang herself with a shower curtain? Countless people are placed in holding cells and they don't kill themselves...
Reply · 1 · Like

Ed Reimer · Works at MSA Ford Sales
sincerity hope it dosnt just blow over
Reply · 1 · Like
Kat S · Top Commenter · University of Victoria
For those of you who don't understand what the big deal is...

We, as a society have a responsibility to protect our most vulnerable members - and that includes undocumented migrants. For someone to be detained and deported over a transit ticket is absurd. For a woman to believe that death is a better option than deportation is tragic. And for the CBSA to try to cover it up is absolutely disgusting.
Reply · Like
Top of Form
Bottom of Form
· 16 minutes ago

FACEBOOK

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***As of 11:20 am PST 95 people are attending according to Facebook**



TWITTER

1.  **Tatiana Gomez** @GomezLawAvocate 54 secs

   Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html … #cbsa #cdnimm

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1. **News1130** @News1130radio 13 mins

Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

2. **BC Civil Liberties** @bccla 18 mins

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

1. **24 hours Vancouver** @24hoursvan 44 mins

Priest alleges Mexican victim's family signed confidentiality agreement http://ow.ly/t3pFb #yvr #vancouver


Eva Salinas @eva_sita 7 mins
heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd


AdrienneTanner @AdrienneTanner 13 mins
Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Jamie Hyland @JamieHyland 28 mins
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/touch/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html?rel=813152 … #CBSA #shame #YVR


Santi Rodriguez, SJ @sayochia 49 mins
Terrible new: Mexican woman who died after #CBSA arrest hung herself rather than be deported. Justice for Lucia! http://www.ottawacitizen.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Elise Hahn @elisehahn 1 hr

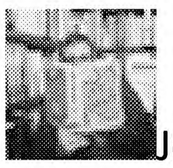
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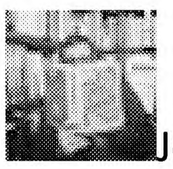
There must be visibility. There must be transparency. Cloak and dagger politics at the border must end. #JusticeforLucia #Vancouver #CBSA

 Elise Hahn @elisehahn 1 hr
The pursuit of #migrantjustice requires dismantling of border controls. We must not permit the #CBSA to determine who lives and who dies.

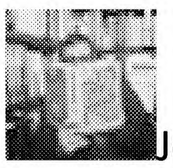
 Elise Hahn @elisehahn 2 hrs
Furious does not express my outrage. The #CBSA must be held accountable in the death of Lucia Vega Jimenez. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

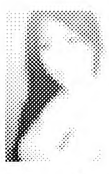
 Tatiana Gomez @GomezLawAvocate 2 hrs
Confidentiality agreement in Mexican death: priest | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #cdnimm #cbsa

 Josh Labove @jlabove 3 hrs
The detainee in #cbsa custody attempted suicide when refugee application was denied, lest there was any doubt of a fear of persecution.

 Josh Labove @jlabove 3 hrs
I'm live now on @CKNW talking about the death of #CBSA detainee. Who's in charge?

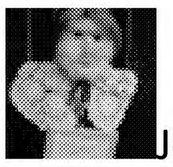
 Joshua Sohn @jbsohn 3 hrs
New details emerging after Mexican woman dies in #CBSA custody http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/ …

 Josh Labove @jlabove 6 hrs
The death of a woman in #CBSA custody shows how borders are made into legally ambiguous spaces as a security tactic: http://ow.ly/2aNGEW
from Greater Vancouver, British Columbia

 bee @stalecupcake 11 hrs
No lawyers allowed? How is this LEGAL? “@VancouverSun: woman died after #CBSA arrest hanged herself in #YVR cell http://ow.ly/2DlVR1 ”

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The Vancouver Sun @VancouverSun 11 hrs
Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli


Joan Rollins @joan_rollins 12 hrs
via @24hoursvan @sumwin10 R proud peaceful nation now the schoolyard bully. BTW #CBSA goons @ YVR Most Unfriendly. Bad vibes 4 Visitors
View conversation Hide conversation


S•A @MenolakGanteng 12 hrs
#CBSA ~ "Cuaca Bogor Sedang Ahhay" •••zZzz..zzZZz..zz from Bogor Selatan, Kota Bogor Collapse

News1130 @News1130radio 12 hrs
#CBSA detention can be a political no-man's-land http://dlvr.it/4pKQH3


David P Ball @davidpball 15 hrs
Confidentiality agreement in Mexican woman's #CBSA custody suicide: Priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 15 hrs
Confidentiality agreement alleged in Mexican woman's death in #CBSA custody: Last-rites priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #YVR #Immigration

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From: Wudel, Stefanie
Sent: January 28, 2014 5:10 PM
To: Bolton, Bernée
Cc: St John, Faith; Carnadin, Amitha
Subject: RE: Media Coverage

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, 604.319.8655 (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful

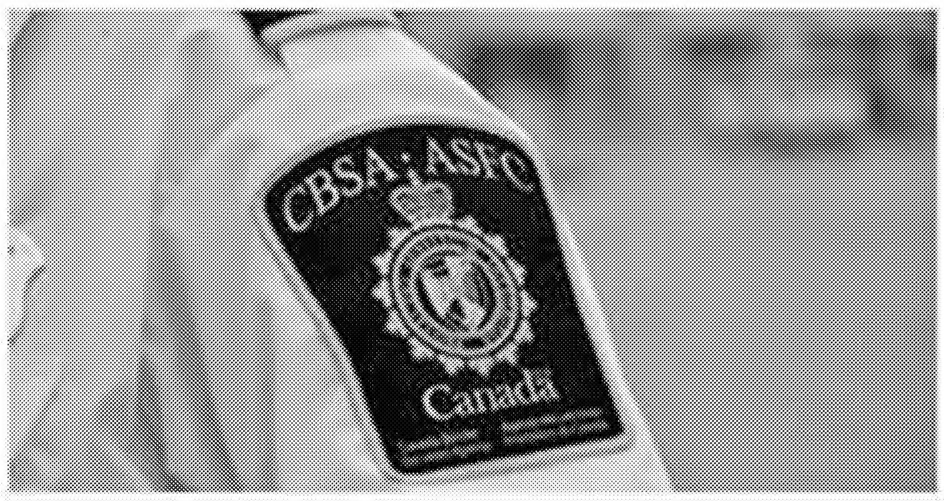
http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamono like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Kamyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

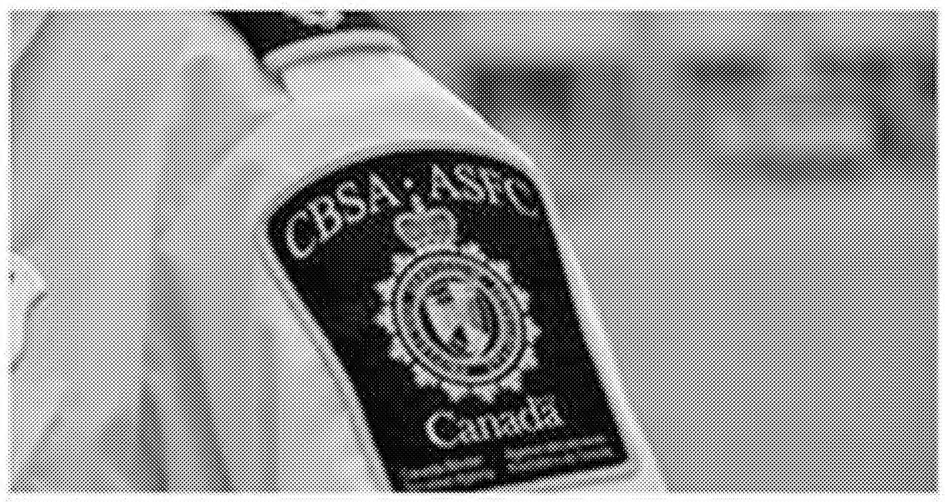
Reclaim Turtle Island
Community

No One Is Illegal Montréal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
5 hours ago

Migrant woman dies in-custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.

Like · Comment · Share 2

Fernando Wolf likes this.

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Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
6 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
9 hours ago

Luca Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grise), dying by suicide (we remember the Walji family, Habtom Kibraeb, Hossein Bujani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
cbsa.cance.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
8 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Luca Vega Jimenez



Mexican woman dies in Border Services custody
Vancouver.24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Like · Comment · Share 16

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
20 hours ago

http://www.youtube.com/watch?v=zy2PkOU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.315.1255 Toll-free: 866.853.9707 Fax: 613.421.2208 http://www.justicefordeepan.org/

Like · Comment · Share

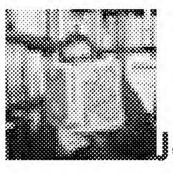
Janeka Titanium Milay, Gee Tee, Stanislav Kupferschmidt and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
Yesterday

Documentary on SB 1070 in Arizona

TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

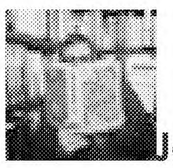
I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

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2. **SFU Media Relations** @sfupamr 50m

   #SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

   Expand Collapse

3. 
Josh Labove @jlabove 59m

   The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

   Expand Collapse

- Report Tweet

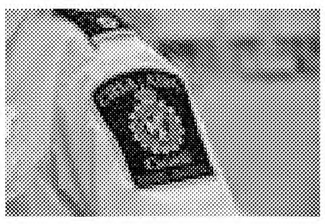
4. 
Josh Labove @jlabove 1h

   MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story

   
Helena Handbasket @MyPetGloat 19 hrs

   Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

   Mexican woman dies in border services custody
   The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

   7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

   The Vancouver Sun @VancouverSun 21 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

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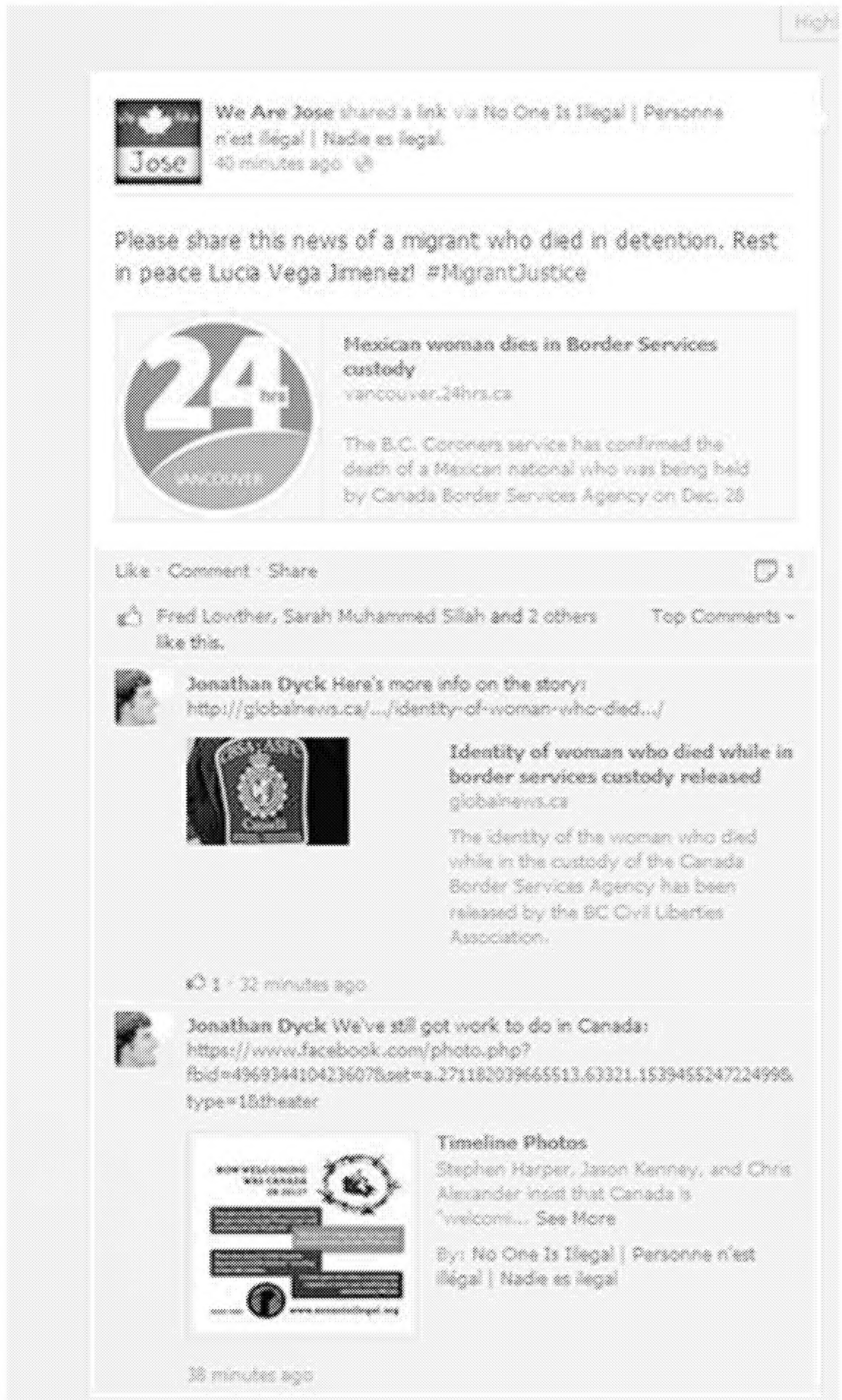
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

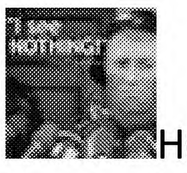
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TWITTER (as of 3 pm PST)

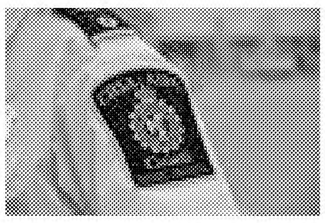
1.  **We Are Jose** @wearejose_9 mins

Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley

 Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

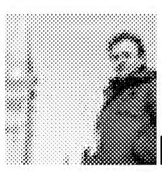
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 30, 2014 01:56 PM
To: MacVicar, Roslyn; Scoville, Kim; Boldt, Perry; Dyck, John; MacKillop, Ken; Jarrette, Amy; Stokes, Mark; Clarke, DougC
Subject: SPECIAL EDITION Media Coverage - Jan 30 morning update

CANADIAN COUNCIL FOR REFUGEES - HTTP://CCRWEB.CA/EN/ORGANIZATIONS-DEMAND-ACCOUNTABILITY-BORDER-SERVICES-DEATH-CUSTODY

Canadian Council for Refugees

Media Release

For immediate release

30 January 2014

Organizations Demand Accountability for Border Services Death in Custody

Human rights organizations concerned about refugees are shocked to learn of the death of, Lucia Vega Jiménez, a Mexican woman held in custody by the Canada Border Services Agency (CBSA) at the Vancouver International Airport last month. Information about this tragic death has only recently been made public after a news agency first broke the story this week. There has been no public explanation from the CBSA for what happened, whether anything could have been done to prevent the death and what steps are being taken now to determine whether there was any failing on the part of CBSA officials who were responsible for her care while she was in custody. This tragic case underlines the fact that there is absolutely no independent oversight of CBSA to whom the family can seek recourse.

The organizations below call on the BC Coroners Service to hold an inquest in the death of Ms. Vega Jiménez. We also call on the Government of Canada to immediately appoint an independent public inquiry into the death of Ms. Vega Jiménez with a view to determining whether it could have been prevented, whether any officials failed in their obligations, why CBSA did not immediately publicly disclose the death in their custody, what measures need to be taken to ensure that another tragedy does not occur and what form of public independent oversight over the CBSA ought to be introduced to ensure that the CBSA is held accountable for all of its actions Canada-wide. This case once again highlights the lack of any oversight over the actions of CBSA officials, an organization that has been given broad powers of arrest and detention by Parliament. The death of a person in custody is always a tragedy. The fact

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that the death was not disclosed for over one month heightens our concern. The Canadian public has the right to know what happened, why, if any officials failed in their responsibilities and what measures the government will introduce to rectify the lack of oversight over CBSA.

Canadian Association of Refugee Lawyers (CARL)
Canadian Council for Refugees (CCR)
British Columbia Civil Liberties Association (BCCLA)

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WOMAN WHO HANGED HERSELF AT YVR WAS 'DESPONDENT'
Lucia Vega Jimenez had no relatives or close friends and worked illegally, sending the money she earned to Mexico

Lucia Vega Jimenez lived like a "ghost" in Vancouver. She had no family, no close friends and worked illegally as a hotel cleaner, sending all her earnings to support her ailing mother in Mexico. In the week before her suicide last month in a Canada Border Services Agency holding cell, the 42-year-old Vancouver woman was despondent. Her savings had been stolen while she was in custody, likely by the one man she trusted, her boyfriend who refused to bail her out after she was picked up by border services authorities shortly before Christmas. Vega Jimenez hanged herself in the shower at the holding cell in Vancouver International Airport Dec. 20 and was taken to hospital, where she died eight days later. "I know she was going to send $4,000 to her family," said Yasmin Trejo, who was at her bedside along with Vega Jimenez's sister, Martha, from Mexico when the ventilator that had kept Jimenez alive was turned off. "Her mom had a heart condition and was very ill. Lucia had been trying to gather the money to pay for her mother's hospital stay," said Trejo. Vega Jimenez took a cloth towel that was in the washroom of the Canada Border Services Agency's dispenser and used it to hang herself from the shower. A video that police confiscated showed her pacing back and forth from the cell to the washroom several times before she hanged herself, according to Trejo. She said a nurse told Martha that her sister had been without oxygen for at least 45 minutes, while detained in the YVR holding cells, which are run by the CBSA. "She was a human being whether she was here illegally or not. I would like to think, as Canadians, we would at least have protected her while she was here. We protect killers in cells (under surveillance) but not this woman who hasn't hurt anyone," said Trejo. The CBSA refused to discuss the case, but issued a statement Wednesday about conditions of the holding cells. "The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees)," the statement read. It went on to say that the authority ensures that detainees are informed of their legal rights under the Canadian Charter of Rights and Freedoms. They are told why they are being detained and given the right to retain a lawyer. Interpreters are provided when necessary. "Detainees at CBSA's immigration holding centres or in

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corrections facilities are provided with access to legal counsel, telephones and visitation," the statement said. The death of Vega Jimenez is now being investigated by the B.C.
Coroners Service which may decide to call an inquest in the case. Jimenez was deported in 2010 but returned and had been back in Canada for seven months when she was picked up, Trejo said. She was stopped by Transit Police on SkyTrain for not having the proper fare and then taken to a Coquitlam detention centre when she could not show identity papers. She was later handed over to border services officials. "Lucia ended up being a ghost here. No one really knew her here. She had no family here," said Trejo.
"My mom's friend got her a job cleaning for cash. She knew the boyfriend but didn't have a good feeling about him."
Trejo said that after Vega Jimenez was arrested, she had asked her boyfriend to bail her out. When he refused, she called Trejo's mother's friend. The friend went with police to Vega Jimenez's apartment to try to find her savings. "Lucia was concerned this boyfriend would take all the cash she kept at home," Trejo said. Her fears proved legitimate. The money was gone.
Father Eduardo Quintero, the priest who administered the last rites, said he had never met Vega Jimenez but understands she was a kind and caring person. "Lucia came here for a better life, a sense of security." He said Martha told him Lucia helped support herself, her three children and the sisters' elderly mother in Mexico. She said Lucia had never married and had no children herself.
Martha was only in Canada for one week and had assistance from the Mexican consulate to have her sister's body flown back to Mexico and to pay the medical bill, Quintero said. "She wanted to be close to her," said Quintero, referring to the decision to have the body returned to Mexico. "It's an awakening call for all of us to be a more welcoming community. For people to be more compassionate and for us to reach out. Lucia was isolated and left alone. She had no one to count on (in Canada). "Lucia felt cornered and decided to take her life," he said. Vega Jimenez's refugee application had been turned down, so when she came to the attention of immigration authorities again they would only need to issue a deportation order without the necessity of a hearing, according to immigration lawyer Phil Rankin. Rankin explained the Canada Border Services Agency would simply write up a sworn statement and take steps to immediately remove her from Canada. He said the immigration officer would have given her bail terms that would allow her release for 24 hours in order to gather her personal effects…**Vancouver Sun**

Also in: **Canadian Press**, **CBC**; **Globe and Mail**; **Richmond News**; **Global News**; **Georgia Straight**;

Vancouver Sun Comments:

Paul Warburton · Top Commenter · Vancouver, British Columbia
Hold on ... if we go overboard with our bleeding hearts here, then the day will come when anyone who wants to live in Canada just has to threaten suicide. Let's keep our heads on straight here. First of all we need to hear more facts about this woman.
Reply · 14 · Like

Keith Spencer · Top Commenter
You are right Paul.
Long before CBSA Aboriginal People welcomed the downtrodden from Europe and look what happened! They just kept coming and coming, not only from Europe but from all over the world. They took over the land and killed off the majority of the occupants.

Thelma Ge · Top Commenter
She did not commit suicide - to do so would mean she would've died there. She attempted suicide and died later in hospital, so get your facts straight civil liberties people. CBSA aren't trained in mental health issues, just like the Police, so why are we dumping on them? I wouldn't want anybody to come into this country just because they threatened to commit suicide - that's not how you get refugee status.
Reply · 8 · Like

Reg McGratten · Top Commenter

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While it is regrettable that this happened I think that CBSA staff usually perform their jobs well people do try to que jump and enter illegally and deportations follow once they can be apprehended. It is not a popular job but someone has to do it
Reply · 4 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
One CBSA officer admitted they have more than a 1 in 200 ceisure rate, then they strip searched me and found nothing. Sounds like they're doing their job well.

Ali Marie Matheson · Top Commenter · North Vancouver, British Columbia
Okay, she didn't pay a transit ticket and that is how they caught her which means she was here illegally...I don't care for how the "Sun" DOESNT clarify the situation (and loves to suggest things like the whole of Vancouver is "outraged"...no, they're not) and yes, I agree with Paul. It's sad but CBSA probably doesn't know what to do with a suicidal person and this was beyond what they probably should have to deal with...

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Hindsight is 20/20.

Craig Peterson
WHO CARES.....here we go again....everyone BUT the victim is accountable for their actions, and in this case she isn't even a victim. Hey I spilled a hot coffee on my lap but that's not my fault, it's the fault of the person who sold me the coffee, the maker of the kettle the water was boiled in, the make of the cup the hot coffee went in who didn't put a warning on the cup and the maker of the vehicle I'm driving who put the cup holder too far away from where I was sitting....but I'm not at fault in anyway.....Christ!!!!! REALLY?
Reply · 2 · Like

Shaun Hedges · Top Commenter · Kamloops, British Columbia
CBSA is a JOKE. It's run by kids with 0 life experience and little education. No wonder this happened. I myself have had many run ins with them yielding no results, 2 strip searches, why? Maybe because they're prejudice against young successful people and can't understand how it could happen when they sit there making 20/h and someone there age is making 100/h. Take them to the cleaners.
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
That's my tax dollars you are talking about. so never mind taking them to the cleaners!!! Sounds like your attitude sucks!!

Paul Warburton · Top Commenter · Vancouver, British Columbia
Did you tell them you were young and successful and that you make $100 per hour ... and then suddenly they strip-searched you? Oh, okay...
Reply · Like

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Wow dude you seem to think a bit much of yourself.

Kam Bassi · British Columbia Institute of Technology
Feel very sad for her. But she was not supposed to be here in the first place. How much tax money goes to refugee claims then health care then house faculties, flights home etc. just a lot of tax money. Not trying to be cold hardest but just another perspective.

Dallas Pootlass · Acwsalcta School

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She was human. She might have been escaping something in Mexico and trying to gain some sort if wealth in canada, not unlike many of the first settlers here in the Americas, or have we forgotten that? Many Mexicans are mestizos (part Spanish and part native) and part if her ancestry goes back thousands of years. Which, by the way knew no borders. Let's not forget some of that either.
Reply · 1 · Like

Shayne Mann · Top Commenter · Vancouver, British Columbia
I agree with Craig Peterson. Here we go again....it is a joke that the Left Wing Socialists always crank up the propaganda machine and get away with it. STOP THE INSANITY!!!!
Reply · 1 · Like

Terry Masson · Top Commenter · Calgary, Alberta
she did not threaten, she actually did , you clown.....we need to ;look at every aspect of this.

Who said she didn't? Read it again. Get it now?

Holy Chryst · Top Commenter · Comox, British Columbia
Too bad she died and who ever stole her money is nothing but a snake but we cannot be held responsible for someone that was here illegally no matter what the sad story is period. She should not have been here to start with and because of the so called rights she had, she was held instead of being sent back immediately. If it was not for all the court proceedings necessary to deport her, she would have been sent back the same day. When people come here illegally they should have NO rights and be sent back without having to go to court etc.. Just being here illegally should strip them of those rights. We should have no responsibility towards keeping them here but we need to be sending them back as fast as possible without EVER feeling bad about what happens in my opinion.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
Come here illegally, get deported. Sorry life is hard where you come from but if you don't follow the rules and come here illegally then you deserve to be thrown out.

Hung Huynh · Top Commenter · University of British Columbia
If anyone is at fault here, its the boyfriend.

Andrew Paul · Top Commenter · Machinist at Sicom Industries
No one is at fault. She killed herself because she decided she couldn't live with the choices she made. Sure she was in a hard situation with her mom but she knew the risks of getting caught. I think this whole attitude of treating all mentally ill who have interactions with authority as victims.

PETITION AND VIGIL TO MOURN DEATH OF MEXICAN WOMAN IN CBSA CUSTODY

Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. **The Province**; **Red Deer Advocate**, **24 Hours**; **Montreal Gazette**; **Huffington Post**

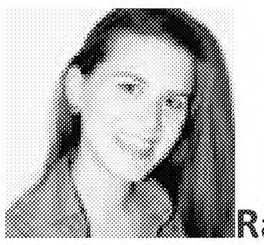
CHIEF CORONER'S STATEMENT ON THE DEATH OF LUCIA VEGA JIMENEZ

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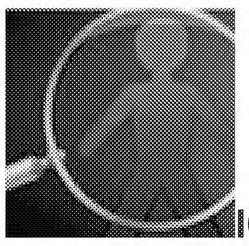
The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28, 2013, at Mount St Joseph Hospital in Vancouver, according to a news release to Vancouver Observer from the Government of British Columbia. Here's more on the death of Ms. Vega Jimenez and BC Coroners Service investigations: Ms. Vega Jimenez had been taken to hospital the morning of Dec. 20, 2013, after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on Dec. 28, 2013. Chief coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced. "BC Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Lapointe stated. "While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us," Lapointe said. "I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully co-operating with Coroners Service investigators." The decision as to whether to conclude the investigation by public coroner's report or coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Vancouver Observer; CBC; News1130; Richmond Review;

TWITTER

1.  **Rachel Browne** @rp_browne 27 mins

   #Mexican woman lived like a "ghost" in #Vancouver, was despondent after #CBSA arrest http://www.vancouversun.com/news/Mexican+undocumented+worker+Lucia+Vega+Jimenez+lived+like/9444735/story.html … #cdnimm #cdnpoli

2.  **ICLMG** @ICLMG 43 mins

   Lucia #Jimenez's death in #CBSA custody raises questions http://fw.to/aXFERad #cdnpoli #cdnimm #oversight #border

- Report Tweet

3. 

Me Quito El Sombrero @MQElSombrero 47 mins

   Un triste caso de una mujer #Mexicana"@24hoursvan: Anger grows after deportation death http://ow.ly/t5QyZ #cbsa #vancouver"

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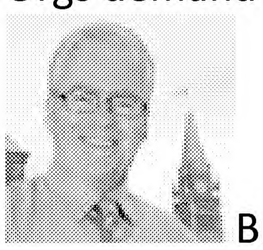
1. **24 hours Vancouver** @24hoursvan 8 mins

Anger grows against #Canada border agency after deportation death http://ow.ly/t5QyZ #cbsa #vancouver

1.  Harsha Walia @HarshaWalia 2 mins

Globe and Mail: BCCLA & NOII call for independent civilian inquiry into migrant death in detention http://is.gd/UvJ9fL #cdnpoli #CBSA

 Jamie Chai Yun Liew @thechaiyun 39 mins
Orgs demand #accountability for death in of woman in #CBSA custody: http://goo.gl/mgHBl8 #Cdnimm #ottpoli

 Bruce Hyer @brucehyer 54 mins
Very concerned about international travelers dying in #CBSA custody...and the fact not revealed for weeks: http://www.theglobeandmail.com/news/british-columbia/coroner-to-investigate-death-of-woman-who-was-detained-at-yvr/article16541906/ … #cdnpoli

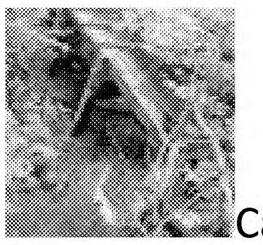
 Tracey G.E. @te_photographer 1 hr
I am very interested in seeing this Confidentiality Agreement the sister says she was asked to sign. #CBSA #griefstricken

MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA suicide in custody of Mexican Lucia Vega Jimenez (@BCCLA's @JoshVanBC & KarlaLottini http://wp.me/p2Ff2q-QS

 Josh Paterson @JoshVanBC 2 hrs
MT @W2Media: Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini) http://wp.me/p2Ff2q-QS

MEDIA Media Mornings @W2Media 2 hrs
Now 100.5fm—#CBSA death (@JoshVanBC & KarlaLottini—Liberl #Senate & Transit (@csmithstraight)—#Housing (@_jackiewong) http://wp.me/p2Ff2q-QS

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 Catherine Musekamp @catmusekamp 5 hrs
So this is the state in which we find ourselves. VanSun-Mexican woman hung herself rather than be deported http://goo.gl/HCSvrs #yvr #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Charges laid against truck driver and company. Loose tobacco seizure at the Saint-Armand/... http://bit.ly/1np27Jo #CBSA

GHY International @GHY_Intl 6 hrs
News from CBSA Truck driver appears at Sherbrooke courthouse. Charged with smuggling 14,775 kg of loose ... http://bit.ly/1hQwWma #CBSA

Media Mornings @W2Media 10 hrs
Tmw 7a 100.5fm—#CBSA death (@BCCLA's @JoshVanBC & KarlaLottini—Liberal #Senate & Transit referendm (@csmithstraight)—#Housing (@_jackiewong)

 Josh Labove @jlabove 15 hrs
Going live on @CKNW to talk about the #CBSA detainee death now. Listen in, YVR!

24 hours Vancouver @24hoursvan 15 hrs
Anger grows against #Canada border agency after deportation death http://ow.ly/t5QwS #cbsa #vancouver

 Josh Paterson @JoshVanBC 15 hrs
RT @bccla: Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surface http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ …

Facebook:

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We Are Jose shared No One Is Illegal | Personne n'est Illégal | Nadie es Ilegal's photo.
19 hours ago

Who cares if a migrant dies at the hands of the CBSA? We do!

Click "Like" and "Share" this if you agree the government needs to take action to ensure the human rights of all people living in Canada, regardless of their legal status.

Please sign the petition and attend the vigil in Vancouver if you're able to...

#WeAreJose

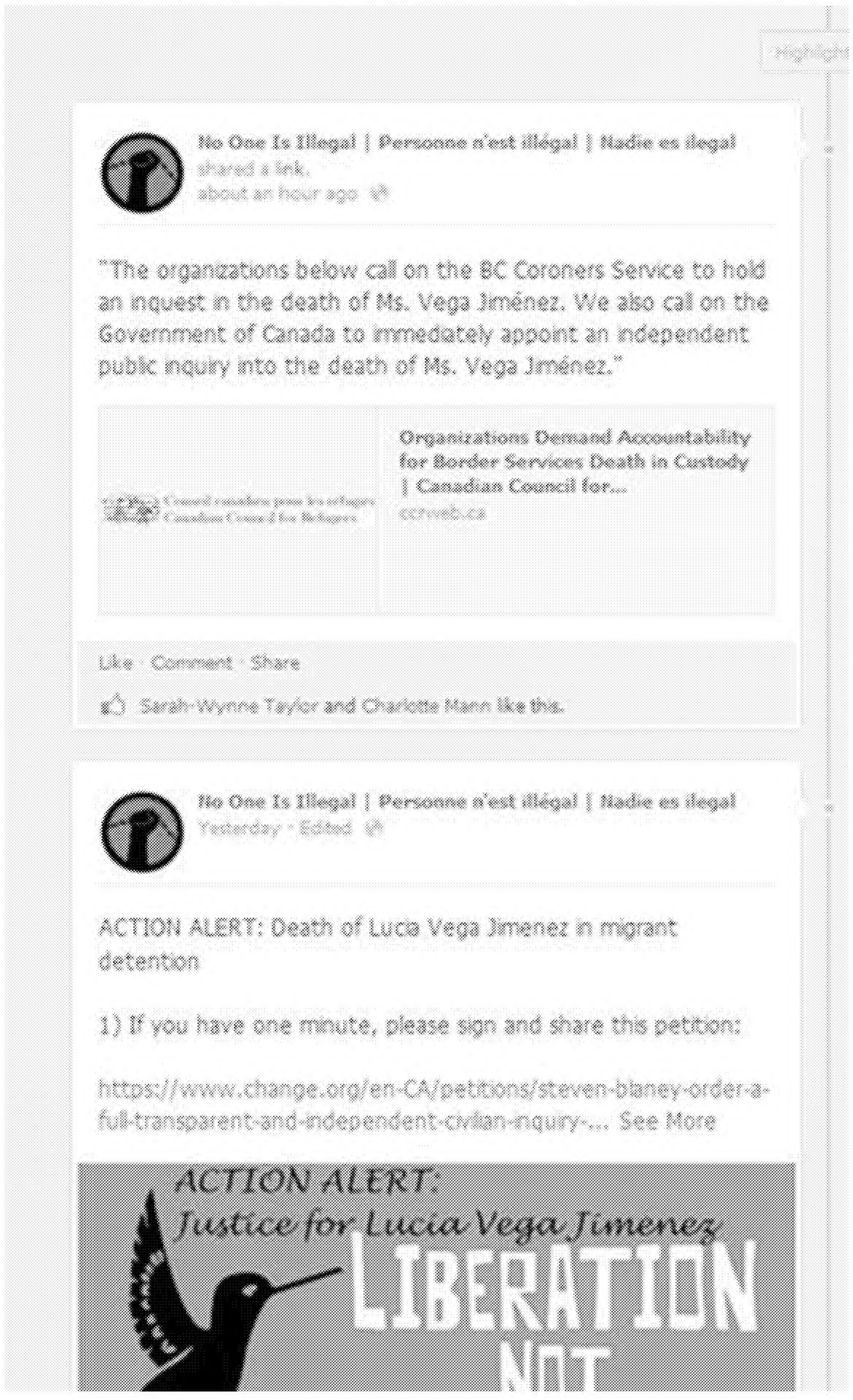
> ACTION ALERT: Death of Lucia Vega Jimenez in migrant detention
>
> 1) If you have one minute, please sign and share this petition:
>
> https://www.change.org/en-CA/petitions/steven-blaney-order-a-full-transparent-and-independent-civilian-inquiry-... See More



Like · Comment · Share

Hermosa Orique, Sasha Wood, Panchi Maico and 5 Top Comments

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Petition: 1,306

Event attendees via Facebook: 206

From: Wudel, Stefanie
Sent: January 29, 2014 5:07 PM
To: Bolton, Bernée; Carnadin, Amitha; St John, Faith
Subject: Media Coverage - Jan 29 evening update

Lucia Vega Jimenez Death In CBSA Custody Sparks Petition
CP | By Vivian Luk, The Canadian Press Posted: 01/29/2014 1:22 pm EST | Updated: 01/29/2014 7:09 pm EST

VANCOUVER - Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers. Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre. Vega Jimenez was removed from

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life support a week later with her family present, Coroner Barb McLintock said in a written release. News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner. "It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday. Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company. "It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said. Paterson said his group finds the whole incident very troubling. "Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?" McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport. In a written news release, the group No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation. Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said. No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency. CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement. The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said. "The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement. Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital. "I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said. McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature. Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry. Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. "Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal. Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson. "You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service." The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years. "Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi. A vigil to honour Vega Jimenez is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver. **Vancouver Sun; Huffington Post**

Petition Signatures (as of 5pm): 818 signatures

Lucia Vega Jimenez arrested over fare before death in CBSA cell
Advocacy group says Vega Jimenez was working at a Vancouver hotel before arrest over transit ticket
CBC News Posted: Jan 29, 2014 1:17 PM PT Last Updated: Jan 29, 2014 3:23 PM PT
News of Lucia Vega Jimenez's death in December, after being found in medical distress in an immigration holding cell at Vancouver International Airport, has angered many in international and local communities. After some details surrounding the 42-year-old's death were made public Tuesday, almost a month after she died, Vancouver-based advocacy group No One Is Illegal launched a petition calling for a full, independent civilian inquiry into her death. A written release from the group said Vega Jimenez

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had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation. The group said it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. By midday Wednesday, nearly 500 people had signed the petition. The petition, which also calls for a comprehensive review of migrant detention policies, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper. No One Is Illegal said it is also planning a vigil to honour Vega Jimenez on Friday afternoon in front of the CBSA offices in downtown Vancouver…**CBC**

Lucia Jimenez's death in CBSA custody raises questions
Civil liberties advocate wonders why Canada Border Services Agency took so long to notify public
CBC News Posted: Jan 28, 2014 6:08 AM PT Last Updated: Jan 29, 2014 12:15 PM PT
(with video)
The B.C. Coroners Service is investigating the death of a 42-year-old woman from Mexico who went into medical distress while being detained by Canadian border officials at Vancouver International Airport last month.
Lucia Vega Jimenez died in hospital eight days after emergency crews were called to the airport to attend to her.
Coroner Barb McLintock said the woman had been in the custody of the Canada Border Services Agency for a few days and was transferred to the cells at the B.C. Immigration Holding Centre on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
'Why has it taken a month for any of this news to come out?'- Josh Paterson, B.C. Civil Liberties Association
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died, several days later, on Dec. 28.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.
McLintock said the B.C. Coroners Service is considering the incident an in-custody death, but couldn't yet say how the woman died, or comment on whether it was a case of suicide.
"We're just not going to comment on cause or classification at this point in time," she said.
Karla Lottini, is a freelance journalist from Mexico, has been following the news of Jimenez's detainment and death closely. She told CBC News that being on the verge of deportation can make people desperate.
"It's like you are not wanted, like you don't belong, like you don't deserve to stay in a safe place," she said.
Josh Paterson, with the B.C. Civil Liberties Association, questioned why Jimenez's death was only made public now.
"Well there isn't enough oversight for CBSA," Paterson said. "There is no public complaints mechanism. There is no independent civilian investigation for incidents like this. Why has it taken a month for any of this news to come out?" CBC

When a CBSA detainee dies, questions linger
SFU

I was interviewed on several media outlets (News 1130, Global BC1, CKNW) as news broke that a foreign national detained by Canada Border Services Agency at Vancouver International Airport died while in the Agency's custody last month. In particular, I ask whether or not the border is a Charter-free zone, and to what extent transparency and due process can be part of immigration enforcement programs. My research investigates the legal ambiguity of the border and the way such a space is utilized as a security tool. When an individual dies in the space of the border, answering the question, "where are they?" becomes increasingly complex. A few discoveries in this case warrant further discussion and investigation: The detainee had applied for refugee status, but was denied and scheduled to be returned to Mexico. When she attempted suicide, she was transported to a Vancouver hospital where she ultimately passed away. This raises more questions about Canada's commitment to refugees and humanitarian migration. I

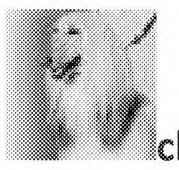
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along with many others have suggested refugee claims have taken a back seat to economic migrants–if a woman would rather die than return home, we need to be asking some tough questions about how a 'well founded fear of persecution' was not clearly demonstrated. Detention services were at least partially subcontracted to a private firm, Genesis Security. They run the ever-problematic Downtown Ambassadors program as well as serving as mall cops and nightclub bouncers–but the role of subcontractors in detention combines market-based frugality with an attempt to obfuscate law. More conversation and research is needed to hold subcontractors accountable for the work they do as and on behalf of peace officers like the Canada Border Services Agency. The use of detention pre-emptive to admission to Canada creates legal challenges for the way the Charter and rights of due process are administered. While there is precedent to suggest that a CBSA detention centre is Canada for Charter claims, there are increasingly arguments that the border (and the detention centres within its midst) are then not Canada and the people contained within it are potentially not subject to Canadian law, nor are they afforded the right of counsel or consular services. (Note, this is not my argument, but an argument that is utilized to maintain immigration enforcement programs outside of the realms of Canadian jurisprudence.) The CBSA never informed the media, the consulate of Mexico, or the public in any meaningful way that this death had occurred and it was only upon the case being referred to the BC Coroner's Service did answers begin to surface. This points to an organization that is hostile to transparency by design. While we have long claimed that transparency was somehow not in the interest of safety, cases such as this one should force a reevaluation. Immigration law is not criminal law but increasingly immigrants and refugee applicants are enduring experiences that look more like the criminal system. Notably, detention in the US, Canada, and the UK has evolved from accommodation to look and feel more like prisons. Often detention occurs in prisons or jails and in the US and UK, the largest prison contractor is the largest supplier of bed space for immigration needs as well. There are handcuffs and steel bars–but the detainees have not committed a crime. An unsuccessful refugee applicant, for instance, has not committed a crime, but will be placed in material conditions that are akin to the way we treat criminals. The result has been conflating 'migrant' with 'criminal'–this has stifled immigration debates in the U.S. for far too long.

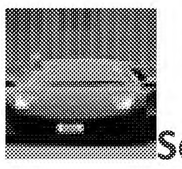
TWITTER

1.  **We Are Jose** @wearejose 31 mins

   Remind @MinStevenBlaney & the #CBSA about #HumanRights - sign the petition: http://noii-van.resist.ca/?p=5744 #not1more #cdnpoli pic.twitter.com/5ot72JzMVu

2.  **cheena1** @cheena1 46 mins

   Lucia Vega Jimenez arrested over fare before death in #CBSA cell http://fw.to/OtxcJFJ #cdnpoli #immigration #HeilHarper #Evil RT #nocpc

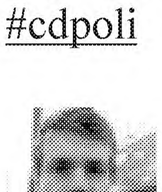
3.  **Scott Jordison** @Scott_Jordison 1 hr

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@CBCVancouver Heard little on this story, and again there needs to be a supervisory area of CBSA other then higher ranked agents. #CBSA

4. **News1130** @News1130radio 1 hr

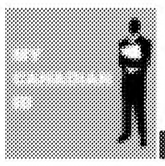
Coroner confirms woman in #CBSA custody attempted suicide http://dlvr.it/4pfyQB

1.  **We Are Jose** @wearejose 8 mins

#EndMigrantDetention & hold the #CBSA accountable: Petition & Vigil http://noii-van.resist.ca/?p=5744 #not1more #bcpoli #vanpoli pic.twitter.com/5ot72JzMVu

2. **News1130** @News1130radio 20 mins

BREAKING: @bccoroners confirms woman who died while in #CBSA custody last month had attempted suicide before being taken to hospital.

3.  **MY CANADIAN ID** @MyCanadianID 59 mins

Vigil planned for #Mexican woman who died while in #CBSA's custody at #Vancouver airport: http://bit.ly/Mhf2Pb #cdnimm #cdpoli

4. **Jacob Parry** @jcbcp 1 hr

scariest part of Lucia Vega Jimenez's death: she was arrested by transit police for unpaid bus ticket-then transfered to #CBSA custody #YVR

5.  **Jacob Parry** @jcbcp 1 hr

Tragic, enraging- detained Mexican migrant dies in #CBSA custody at #YVR, death kept secret for over a month. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

6.  **Rod Mickleburgh** @rodmickleburgh 1 hr

Why does the non-accountable, non-communicative Canada Border Services Agency have so much power? #cdnpoli #cbsa a bad situation

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1.

2. **Simon Fraser Univ.** @SFU 25 mins

RT @jlabove: My take on the #CBSA detainee death: http://i.sfu.ca/ubfCiv #SFU

3. **News1130** @News1130radio 3 hrs

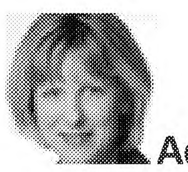
Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

4. **BC Civil Liberties** @bccla 3 hrs

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

5.  **Eva Salinas** @eva_sita 4 hrs

heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd

6.  **AdrienneTanner** @AdrienneTanner 4 hrs

Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …

The Vancouver Sun @VancouverSun 15 hrs

Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli

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From: Wudel, Stefanie
Sent: January 29, 2014 11:21 AM
To: PAC, CBSA-Communications
Cc: Carnadin, Amitha
Subject: Media Coverage - Jan 29 morning update

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Morning Media Summary

Petition and vigil to mourn death of woman in CBSA custody
The petition has been authored by the group No One Is Illegal
The Canadian Press January 29, 2014 10:35 am

VANCOUVER – Nearly 200 names had been added to a petition within hours of its launch as critics protest the death of a Mexican woman held by the Canada Border Services Agency at Vancouver's airport. The petition, authored by the group No One Is Illegal, is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.
It calls for a full, independent civilian inquiry into the death of 42-year-old Lucia Vega Jimenez and a comprehensive review of migrant detention policies. A release from the group says Vega Jimenez had a job as a hotel worker in Vancouver when she was arrested last month over an unpaid transit ticket, transferred to jail and then sent to the CBSA holding cells at the airport to await deportation.
The group says it has confirmed that Vega Jimenez attempted to hang herself in the holding cells and died one week later at a Vancouver hospital. No One Is Illegal plans a vigil to honour the woman on Friday afternoon in front of the CBSA offices in downtown Vancouver. News 1130; Montreal Gazette ; Info Tel; Yahoo ; Vancouver Sun

CBSA detention can be a political no-man's-land

Woman's death after being held in custody highlights need for more oversight
Investigation sought after visitor dies in custody of border services agency
Woman dies while in custody of Canada Border Services Agency
Canada's border agency enlisting informants, prompts internal review
VANCOUVER (NEWS1130) – The details still aren't clear about why a woman died after being held in custody by Canada Border Services agents at the Vancouver International Airport. The woman was held for several days and then taken to hospital with a medical emergency where she later died. Security expert Josh Labove with SFU says being in CBSA custody is a grey area, or as he puts it, a political no-man's-land. "The issue in the meantime is that you're not really in Canada, and, you're not in the place that you left. So consular privileges don't extend to you either." Labove says unlike police detention, there is no clear oversight. "The transparency and the openness of the care they (CBSA) are providing I don't think is particularly clear or honest or forthright." Once you're arrested you're usually read your rights meaning you're given certain privileges under the Canadian Charter. It's a little different if you're held by the CBSA at a point of entry says Labove. "Just because we've landed at the airport, doesn't necessarily mean we have all the rights and privileges of being in Canada." That can leave detainees in that grey area.
"And when the Charter doesn't cover them, then due process and the rights and privileges we associate with Canadian criminal procedure or civil procedure don't apply." The CBSA won't comment on the case other than to say it is co-operating with a police and coroner's investigation.
The BC Coroner's office has confirmed the woman was a Mexican citizen. News 1130

Mexican woman who died after CBSA arrest hung herself rather than be deported

'It's a very lonely, isolated place out there,' immigration lawyer says of YVR holding cells

A Mexican woman desperate to remain in Canada hanged herself in the Canada Border Services Agency holding cells of Vancouver International Airport rather than face deportation. Lucia Vega Jimenez, 42, used a shower curtain to strangle herself on Dec. 20, a day after being placed in the stark holding facility. She died eight days later at Mount St. Joseph's Hospital in Vancouver. She left no suicide note. Vega Jimenez had previously made a refugee claim in Canada that was rejected in 2010. It is not known whether she was deported, but she was back in Canada shortly before Christmas when she was picked up by Transit police. She had not paid her bus fare and when police learned of her identity, they called Border Services, said Father Eduardo Quintero, the priest who administered her last rites. "She was being deported at the airport and she took her own life," Quintero said. He did not know Vega Jimenez but was contacted by her family in

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Mexico when they found out she was dying. They wanted him to visit the hospital, anoint Vega Jimenez and provide spiritual comfort to her sister Martha, who had travelled from Mexico to be by her side.
She had no contact with relatives in Mexico or friends in Vancouver while in detention, according to Quintero. Immigration lawyer Phil Rankin said lawyers are not allowed to visit YVR's holding cells, which are run by the Canada Border Services Agency, and in 15 years he has only been able to get in once. "It's a very lonely, isolated place out there," he said. "No one gets in or out. It's very impersonal, very secure (and) very private. There's no John Howard Society, no visits from family or lawyers. They want to move these people without fuss or muss. There's no oversight by non-officials." Rankin said if someone was distraught, there would be little opportunity for an outsider to come to their aid. Josh Paterson, executive director of the B.C. Civil Liberties Association, said the watchdog is "very troubled" by the death in custody. "We have a lot of questions and very few answers," Paterson said. "Nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?" There is no independent oversight of the agency's operations, he said, unlike other law enforcement agencies in B.C. A spokeswoman for the Canada Border Services Agency, Amitha Carnadin, refused to answer Vancouver Sun questions emailed to her regarding the policies and procedures in place at the YVR holding cells. Nor would she confirm which security agency is contracted with CBSA to work there. Carnadin said Richmond RCMP investigated and determined the matter was not criminal in nature. "The health and safety of those in our care is of paramount concern," Carnadin said in an email. "We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life." The national vice-president of the Customs and Immigration Union said he was "shocked" to hear about the death, via the media. "None of my members (federal law enforcement officers with CBSA) are involved in this case," said Jason McMichael. "(Vega Jimenez) was not in my members' custody. I can only speculate she was in the custody of the contractors.
"I should have been briefed by the CBSA, but that is their prerogative." Rankin said he assumes the private security contract CBSA has at the airport is with Genesis Security, since that firm also does the CBSA contract for the immigration holding cells at 300 West Georgia in Vancouver. But, Rankin added, when he visited YVR's holding cells recently, it was very clear to him that federal corrections officers from CBSA were in charge and the security staff, likely from Genesis, were not doing anything without their oversight. Calls to Genesis Security's president and vice-president were not returned. News of Vega Jimenez's death one month ago was only made public Monday. Neither the CBSA nor the B.C. Coroners Service would say how Vega Jimenez died or provide any information about the circumstances of her death. "The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing," Carnadin said. Coroners Service spokeswoman Barb McLintock said she couldn't confirm the cause of Vega Jimenez's death or even its classification. McLintock said it's also not yet known whether a coroner's inquest will be held. Rankin said he believes a coroner's inquest is necessary, particularly since the case could shed light on what goes on at YVR holding cells given the lack of civilian oversight. Quintero said he believes it would be helpful if priests could regularly visit people in detention at YVR. While he was a priest in Mexico, he said, it was common for him to visit immigration centres there to provide spiritual support to detainees. Vancouver Sun

COMMENTS (as of 11:20 am PST)

Miriam Berman · Top Commenter · University of British Columbia
inmates are supposed to be checked every 15 min while in custody... these checks were not done or she would be alive today... there are cameras in the cells and the officer must keep a written log of every check
Reply · 2 · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
She hung herself in the shower, there are no cameras there! How long do you think it takes to hang oneself? Not 15 minutes, that's for sure!
Reply · 1 · Like
Top of Form

Corrie Cullen · Burnaby South

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people die every day, why do we have to pay for babysitting, cbsa does a great job

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
I knew Genisis Security looked after CBSA's transports, but not look after lockup facilities. This is just to save money, in either case the Police Act does not apply as Genesis Security are not police officers and The CBSA is federal. The suicide was a definite in custody, and by not saying anything the CBSA brass have cast suspicion on the death. Why??? By the way, the lockup facilities from what I saw, certainly do not look stark to me. There is absolutely no reason to answer not to answer some simple questions as to the name of the victim and the apparent method of death. Unless the person displayed suicidal tendencies I doubt there can be much criticism, except for being dumb and not notifying the public. And of course the BC liberties association is up on their soap box!
Reply · 1 · Like

Jordan Wong · Top Commenter · The University of British Columbia (UBC)
You mean the dungeons underneath the hotel? They're pretty stark. At least there's some human contact in the detention cells in customs secondary.
Reply · Like

Erik Gruter · Top Commenter · Garbage Pick Up at Pest control
Jordan Wong Do you work there? Apparently no gets in, not even lawyers. I was just judging by the photo, looked modern and clean to me. It may be underneath the hotel, but it is not one.
Reply · Like

Terry Masson · Top Commenter · Calgary, Alberta
i hope all the clowns who were posting about her having heroin in her body, are you now SUCKING ONE??? not surprized that this happened at yvr,.....we have already watched how they deal with problems there....and then they hid it for a week.....what is the elephant in the room here??...too bad vancouver does not have a real news outlet, with real investigative reporters....there is probably a story here that needs to be told.
Reply · 1 · Like

Paul Warburton · Top Commenter · Vancouver, British Columbia
Never mind "oversight." This is all about hindsight. Like they say, everybody using hindsight has 20-20 vision. How could CBSA anticipate this woman would (A) be suicidal, and (B) hang herself with a shower curtain? Countless people are placed in holding cells and they don't kill themselves...
Reply · 1 · Like

Ed Reimer · Works at MSA Ford Sales
sincerity hope it dosnt just blow over
Reply · 1 · Like
Kat S · Top Commenter · University of Victoria
For those of you who don't understand what the big deal is...

We, as a society have a responsibility to protect our most vulnerable members - and that includes undocumented migrants. For someone to be detained and deported over a transit ticket is absurd. For a woman to believe that death is a better option than deportation is tragic. And for the CBSA to try to cover it up is absolutely disgusting.
Reply · Like
Top of Form
Bottom of Form
· 16 minutes ago

FACEBOOK

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***As of 11:20 am PST 95 people are attending according to Facebook**



TWITTER

1.  **Tatiana Gomez** @GomezLawAvocate 54 secs

   Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/news/Mexican+woman+died+after+CBSA+arrest+hanged+herself+rather+than+deported/9442230/story.html … #cbsa #cdnimm

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1. **News1130** @News1130radio 13 mins

Petition and vigil to mourn death of woman in #CBSA custody http://dlvr.it/4pb4ZZ

2. **BC Civil Liberties** @bccla 18 mins

Tragic death of woman in #CBSA custody raises new concerns as reports of confidentiality agreement surfaces. http://bccla.org/news/2014/01/bccla-troubling-report-that-cbsa-got-confidentiality-agreement-from-decreased-womans-family/ … #bcpoli

1. **24 hours Vancouver** @24hoursvan 44 mins

Priest alleges Mexican victim's family signed confidentiality agreement http://ow.ly/t3pFb #yvr #vancouver


Eva Salinas @eva_sita 7 mins
heartbreaking - deportation can be life or death RT @AdrienneTanner Such a shame. Woman hangs herself in #CBSA cell http://shar.es/UVZNd


AdrienneTanner @AdrienneTanner 13 mins
Such a shame. Mexican woman hangs herself in #CBSA cells at #YVR. She was about to be deported. http://www.vancouversun.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Jamie Hyland @JamieHyland 28 mins
Mexican woman who died after CBSA arrest hung herself rather than be deported http://www.vancouversun.com/touch/news/national/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html?rel=813152 … #CBSA #shame #YVR


Santi Rodriguez, SJ @sayochia 49 mins
Terrible new: Mexican woman who died after #CBSA arrest hung herself rather than be deported. Justice for Lucia! http://www.ottawacitizen.com/news/Mexican+woman+died+after+detainment+Canada+Border+Services/9442230/story.html …


Elise Hahn @elisehahn 1 hr

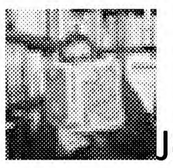
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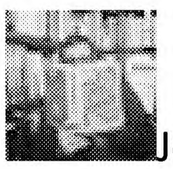
There must be visibility. There must be transparency. Cloak and dagger politics at the border must end. #JusticeforLucia #Vancouver #CBSA

 Elise Hahn @elisehahn 1 hr
The pursuit of #migrantjustice requires dismantling of border controls. We must not permit the #CBSA to determine who lives and who dies.

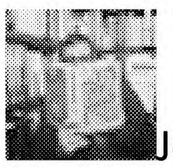
 Elise Hahn @elisehahn 2 hrs
Furious does not express my outrage. The #CBSA must be held accountable in the death of Lucia Vega Jimenez. https://www.change.org/en-CA/petitions/migrant-dignity-not-migrant-death-minstevenblaney-bccoroner-order-a-full-transparent-independent-civilian-inquiry-and-investigation-into-lucia-s-death …

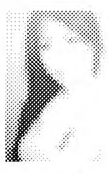
 Tatiana Gomez @GomezLawAvocate 2 hrs
Confidentiality agreement in Mexican death: priest | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #cdnimm #cbsa

 Josh Labove @jlabove 3 hrs
The detainee in #cbsa custody attempted suicide when refugee application was denied, lest there was any doubt of a fear of persecution.

 Josh Labove @jlabove 3 hrs
I'm live now on @CKNW talking about the death of #CBSA detainee. Who's in charge?

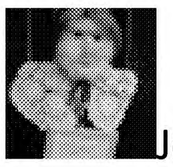
 Joshua Sohn @jbsohn 3 hrs
New details emerging after Mexican woman dies in #CBSA custody http://globalnews.ca/news/1114502/new-details-emerging-after-mexican-woman-dies-in-cbsa-custody/ …

 Josh Labove @jlabove 6 hrs
The death of a woman in #CBSA custody shows how borders are made into legally ambiguous spaces as a security tactic: http://ow.ly/2aNGEW
from Greater Vancouver, British Columbia

 bee @stalecupcake 11 hrs
No lawyers allowed? How is this LEGAL? “@VancouverSun: woman died after #CBSA arrest hanged herself in #YVR cell http://ow.ly/2DlVR1 ”

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The Vancouver Sun @VancouverSun 11 hrs
Mexican woman who died after #CBSA arrest hanged herself at #YVR cell rather than be deported http://ow.ly/2DlVR1 #cdnpoli


Joan Rollins @joan_rollins 12 hrs
via @24hoursvan @sumwin10 R proud peaceful nation now the schoolyard bully. BTW #CBSA goons @ YVR Most Unfriendly. Bad vibes 4 Visitors
View conversation Hide conversation


S•A @MenolakGanteng 12 hrs
#CBSA ~ "Cuaca Bogor Sedang Ahhay" •••zZzz..zzZZz..zz from Bogor Selatan, Kota Bogor Collapse

News1130 @News1130radio 12 hrs
#CBSA detention can be a political no-man's-land http://dlvr.it/4pKQH3


David P Ball @davidpball 15 hrs
Confidentiality agreement in Mexican woman's #CBSA custody suicide: Priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … @ccrweb @nooneisillegal @AmnestyNow @j4mw


David P Ball @davidpball 15 hrs
Confidentiality agreement alleged in Mexican woman's death in #CBSA custody: Last-rites priest http://vancouver.24hrs.ca/2014/01/28/priest-alleges-mexican-victims-family-signed-confidentiality-agreement … #YVR #Immigration

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From: Wudel, Stefanie
Sent: January 28, 2014 5:10 PM
To: Bolton, Bernée
Cc: St John, Faith; Carnadin, Amitha
Subject: RE: Media Coverage

Evening Media Summary:

SFU – Public Affairs and Media Relations
http://www.sfu.ca/pamr/issues-experts/2014/charter-of-rights.html
Charter of Rights
The death of a woman in custody of the Canada Border Services Agency at Vancouver International Airport highlights the ambiguous legal position of people held in detention, says SFU border security expert Josh Labove. "Persons detained have not been formally admitted to Canada, so the Charter of Rights and Freedoms does not apply. It's a legal no man's land," he says. "The government wants to control Canadian jobs and interests, but creating a 'Charter-free zone' is not in the best interest for everyone." Josh Labove, 604.319.8655 (cell), jlabove@sfu.ca

FACEBOOK

From No One Is Illegal:

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No One Is Illegal | Personne n'est illégal | Nadie es ilegal
4 hours ago

Sources says cause of migrant death in detention was attempted suicide. Shameful

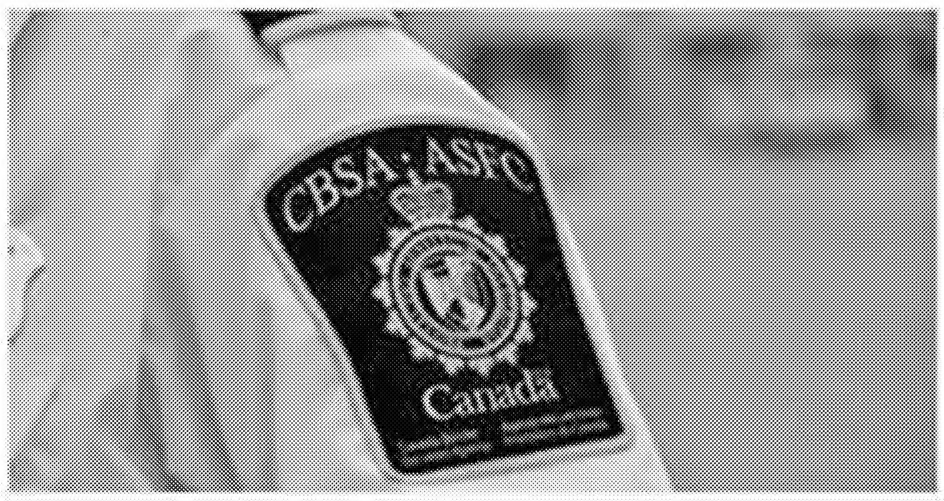
http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal and Liam Reclamono like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
4 hours ago

Mexican migrant woman dies in detention while under CBSA custody



Mexican woman dies in border services custody
torontosun.com

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Kamyu like this.

Migrant Strike
Community

Justice for Deepan Budlakoti
Community

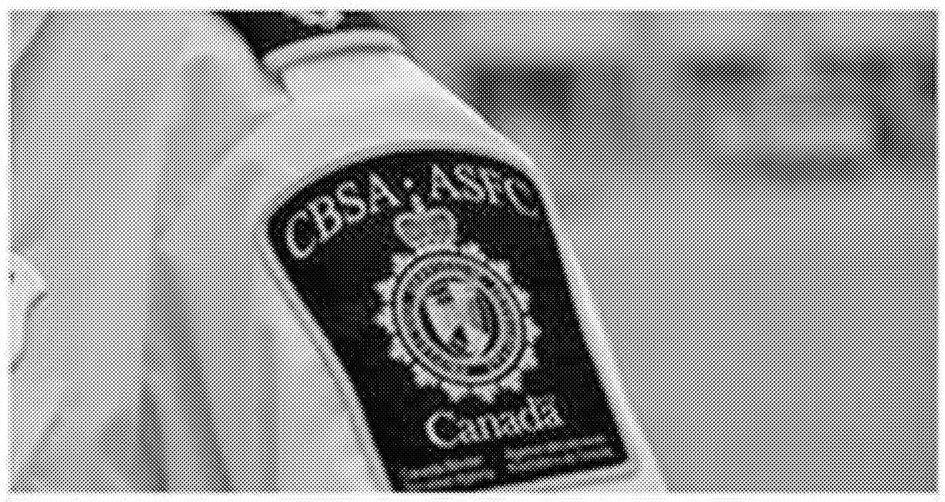
Reclaim Turtle Island
Community

No One Is Illegal Montréal Personne n'est illégal
Community

Solidarity City Network
Cause

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
5 hours ago

Migrant woman dies in-custody if CBSA detention. End migrant detention!



B.C. coroner probes woman's death after airport detainment
www.cbc.ca

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.

Like · Comment · Share 2

Fernando Wolf likes this.

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Like · Comment · Share 4

No One Is Illegal | Personne n'est illégal | Nadie es ilegal, Vikki Peters and Kevin Konnyu like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
6 hours ago

BCCLA responds to death in migrant detention

http://bccla.org/news/2014/01/bccla-reacts-to-death-of-woman-in-canada-border-services-custody/

Like · Comment 2

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
9 hours ago

Luca Vega Jimenez, 42, died in Vancouver Immigration Enforcement custody late December.

Migrants are dying by deportation (among many we remember Grise), dying by suicide (we remember the Walji family, Habtom Kibraeb, Hossein Bujani and others) and dying through denial of services (again we think of Rogerio Marques De Souza with many others). How many more must die at the hands of Immigration Canada?



Mexican woman dies in border services custody
cbsa.cance.ca

The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

Like · Comment · Share 2

Fernando Wolf likes this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
8 hours ago

Shame! Share this news of migrant death in detention. Rest in peace Luca Vega Jimenez

Mexican woman dies in Border Services custody
Vancouver.24hrs.ca

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Like · Comment · Share 16

Jonathan Dyck and Vikki Peters like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
20 hours ago

http://www.youtube.com/watch?v=zy2PkOU8O0



Justice For Deepan Mini Documentary
www.youtube.com

www.justicefordeepan.org Justice For Deepan Tel: 613.315.1255 Toll-free: 866.853.9707 Fax: 613.421.2208 http://www.justicefordeepan.org/

Like · Comment · Share

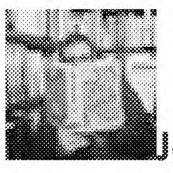
Janeka Titanium Milby, Gee Tee, Stanislav Kupferschmidt and 2 others like this.

No One Is Illegal | Personne n'est illégal | Nadie es ilegal
shared a link.
Yesterday

Documentary on SB 1070 in Arizona

TWITTER (as of 4:45pm PST)

1. Followed by TOMS



Josh Labove @jlabove 28m

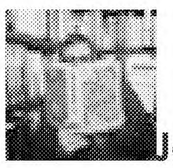
I'm on @GlobalBC tonight talking about the death of #CBSA detainee with @jillkrop. Is the border a Charter-free zone? http://ow.ly/t397e

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2. **SFU Media Relations** @sfupamr 50m

   #SFU #security expert Josh Labove can comment about the legal position of people held in border detention http://at.sfu.ca/bfpEzb #CBSA #YVR

   Expand Collapse

3. 
Josh Labove @jlabove 59m

   The death of a traveller in #CBSA custody represents a bigger story about immigration detention and border security: http://ow.ly/t397e

   Expand Collapse

- Report Tweet

4. 
Josh Labove @jlabove 1h

   MEDIA: Able to comment on death of a traveller in #CBSA custody http://ow.ly/t397e

1. Top news story

   
Helena Handbasket @MyPetGloat 19 hrs

   Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …

   Mexican woman dies in border services custody
   The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28

   7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

2.

1. Retweeted 6 times

   The Vancouver Sun @VancouverSun 21 hrs

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B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

Expand Collapse

5:01 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)

Afternoon Media Summary (3 pm PST)

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

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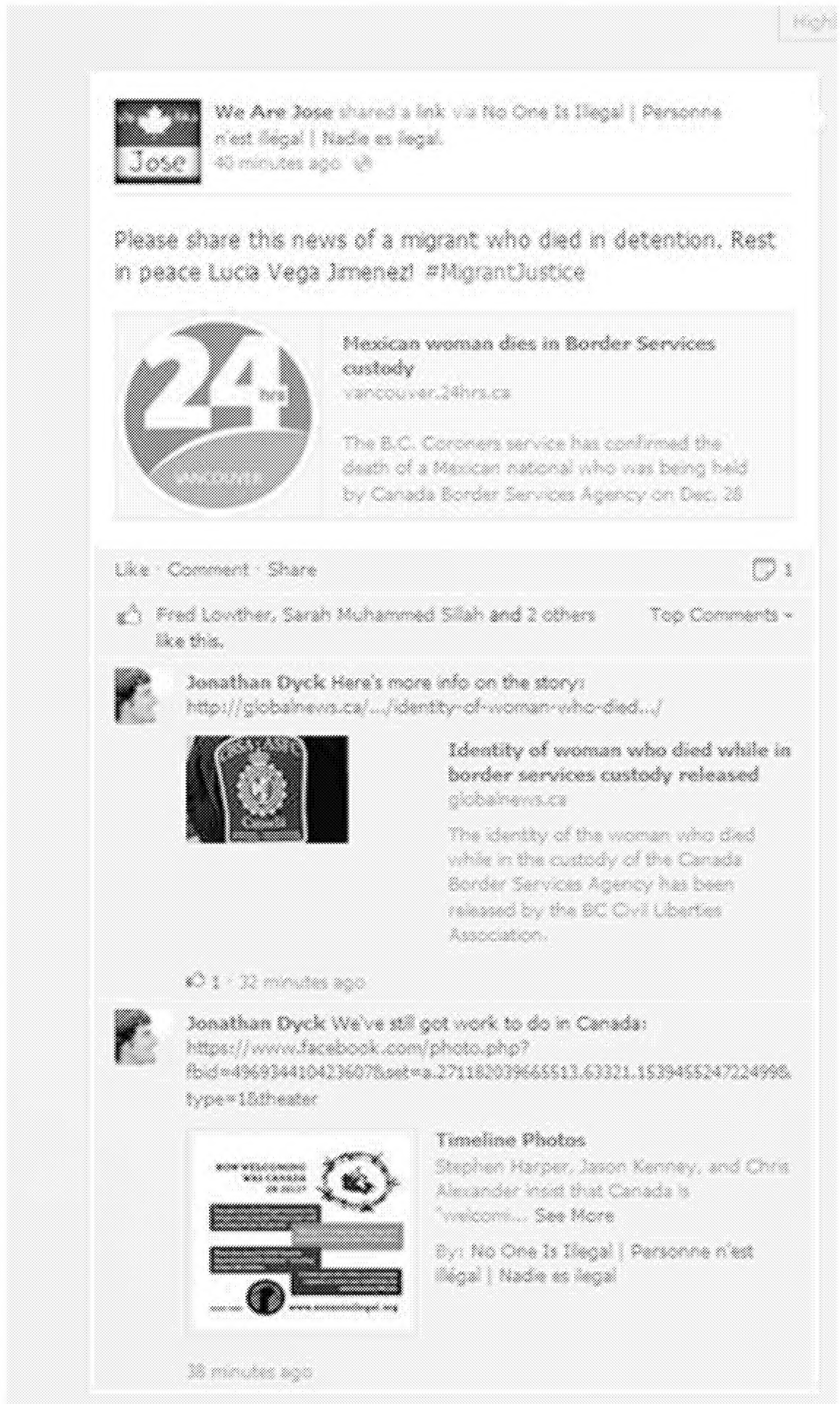
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

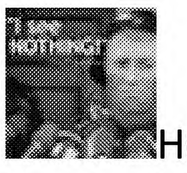
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TWITTER (as of 3 pm PST)

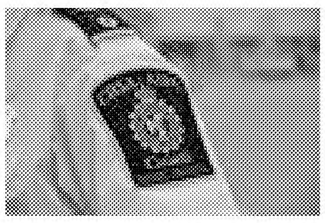
1.  **We Are Jose** @wearejose 9 mins

Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley

 Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

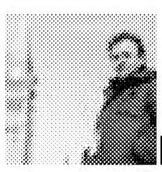
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Scoville, Kim
Sent: January 24, 2014 05:39 PM
To: Xavier, Caroline; Bolduc, Martin
Cc: MacVicar, Roslyn; Séguin, Marie-France; Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca); Blanchard, NathalieX
Subject:
Attachments:

Enjoy your weekend.

Kim.

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Franklin, Paulette

From: Scoville, Kim
Sent: January 24, 2014 12:17 PM
To: MacVicar, Roslyn
Subject: FW: Latest and Final IFS version
Attachments: Issue Fact Sheet - Vega Jimenez Jan 13.doc

I am going to share with OBEC colleagues...asked it not be shared....but it is a very good learning opportunity.

From: Black, Catherine
Sent: January 24, 2014 9:03 AM
To: Rice, Kimberly; Scoville, Kim
Subject: FW: Latest and Final IFS version

Latest version. However, in response to this email, I received another point to clarify (regarding the supts at VIA) which has not been completed as of yet.

Catherine Black
Manager, Program Services

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Franklin, Paulette

From: Scoville, Kim
Sent: January 31, 2014 04:37 PM
To: MacVicar, Roslyn; Blanchard, NathalieX
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Sorry Nathalie….looks like the VPO and AVPO have seen it. Here is a copy for your records….

From: MacKillop, Ken
Sent: January 31, 2014 1:11 PM
To: Bolton, Bernée; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

ONCE APPROVED…..hoping for today….

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ok, will it be posted today to our website or tomorrow?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

VPs don't want a video.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8

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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Weber, Caroline
Sent: January 31, 2014 3:52 PM
To: Bolduc, Martin; MacKillop, Ken; Xavier, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

I like this a lot. I agree with Martin – no video.

One "typo": "agency" should be capitalized, in the sentence: "The agency fully complied with the RCMP's investigation which has since been closed. "

Caroline Weber
Vice President, Corporate Affairs/Vice-présidente, Services intégrés
Canada Border Services Agency/Agence des services frontaliers du Canada
191 Laurier Avenue West
6th floor/Room 6001
Ottawa, ON K1A 0L8

Phone: 613-960-6596

From: Bolduc, Martin
Sent: January 31, 2014 3:44 PM
To: MacKillop, Ken; Xavier, Caroline; Weber, Caroline
Cc: CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Subject: Re: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Good message, I do not see the value in the video
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : MacKillop, Ken
Envoyé : Friday, January 31, 2014 03:30 PM
À : Bolduc, Martin; Xavier, Caroline; Weber, Caroline
Cc : CBSA-ASFC-Media Relations; Fiddy, Greg; Jarrette, Amy
Objet : CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Good afternoon,

Rosalyn has approved the following message for release and we have it in translation now. Seeking NHQ approval before moving to PO then MO. The region has indicated that they are also prepared to have the RDG video tape the message this afternoon for release to TV media as well if deemed appropriate. This may help them deliver the message to all media and as such I support the concept. We can pitch to MO and see if it is supportable.

Your approval of her statement and the approach is requested.

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Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

Ken MacKillop

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Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: Scoville, Kim
Sent: January 29, 2014 04:55 PM
To: MacVicar, Roslyn; Boldt, Perry
Subject: FW: IMG-20140129-00603.jpg
Attachments: IMG-20140129-00603.jpg

-----Original Message-----
From: Bolton, Bernée
Sent: January 29, 2014 1:50 PM
To: Jarrette, Amy; Scoville, Kim; MacKillop, Ken; Dyck, John
Subject: IMG-20140129-00603.jpg

Front page of 24 hrs....

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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WAVES

Latte

$2

24 hrs

Bite into Lunar New Year

No tears for TV host's exit

Victim's family stirred at priest

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Franklin, Paulette

From: Scoville, Kim
Sent: January 27, 2014 11:33 PM
To: Hainsworth, Shane
Subject: Fw: Link from Twitter

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: The Scovilles [mailto:scoville@telus.net]
Sent: Monday, January 27, 2014 06:49 PM
To: Scoville, Kim
Subject: Link from Twitter

vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody

Download the official Twitter app here

Sent from Barb Scovilles's iPhone

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NEWS LOCAL

Mexican woman dies in Canada Border Services custody

By David P. Ball, 24 hours Vancouver
Monday, January 27, 2014 6:56:59 PST PM

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Lucia Vega Jimenez, 42, died in Vancouver's Mount St. Joseph's Hospital. The cause of her death hasn't been revealed because it is an "open case under active investigation," Coroner spokeswoman Barb McLintock told 24 hours.

"She had been taken to hospital in the early morning hours of Dec. 20, 2013, from the Canada Border Services Agency holding cells at Vancouver International Airport."

Although it's unknown why she was being held by CBSA, Jimenez was transferred to agency's cells the day previous from a provincial correctional facility.

24 hours learned of her death last week from Mexican journalist Karla Lottini who herself had fled threats at home to come to B.C.

The 40-year-old Surrey resident was nearly deported two years ago until protests from migrant activists were staged and the government reversed its decision.

"I want to know her story, what reason she came here, why she got sent to the detention centre, and how she lost her life," Lottini said. "I can imagine the despair in that situation.

"Last year they deported another Mexican woman and she was killed very soon after they deported her. A lot of people are coming here to save their lives."

Lottini called the circumstances around Jimenez's death suspicious and called for more information and better monitoring of immigrant detentions.

A CBSA spokeswoman said Jimenez was a "short term detainee" and that it's cooperating with Richmond RCMP and the Coroner's investigation but couldn't comment further.

Reader's comments »

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Franklin, Paulette

From: Scoville, Kim
Sent: January 30, 2014 02:44 PM
To: MacKillop, Ken
Subject: Fw: Van Sun article

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Thursday, January 30, 2014 10:55 AM
To: Boldt, Perry; Dyck, John
Cc: MacVicar, Roslyn; Scoville, Kim
Subject: RE: Van Sun article

I did.

From: Boldt, Perry
Sent: January 30, 2014 10:56 AM
To: Bolton, Bernée; Dyck, John
Cc: MacVicar, Roslyn; Scoville, Kim
Subject: Van Sun article

Should we be correcting this with Van Sun? This is the ONLY in-custody death CBSA has ever had in BC.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C

VANCOUVER — Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre.

Vega Jimenez was removed from life support a week later with her family present, Coroner Barb McLintock said in a written release.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

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Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

Paterson said his group finds the whole incident very troubling.

"Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

In a written news release, the group **No One is Illegal** said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation.

Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said.

No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement.

The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said.

"The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement.

Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital.

"I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are **calling for an independent civilian inquiry**.

Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

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"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

A **vigil to honour Vega Jimenez** is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

Perry Boldt
Regional Director General's Office | Bureau du directeur général régional
Canada Border Services Agency | Agence des services frontaliers du Canada
333 Dunsmuir | Vancouver BC
Perry.Boldt@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-3305
Mobile | Portable
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: Scoville, Kim
Sent: January 17, 2014 12:40 PM
To: Séguin, Marie-France; 'Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca)'
Cc: MacVicar, Roslyn
Subject: RE:

Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé

From: Scoville, Kim
Sent: January 17, 2014 9:38 AM
To: Séguin, Marie-France; Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca)
Cc: MacVicar, Roslyn
Subject: FW:

From:
Sent: January 17, 2014 9:30 AM
To: Scoville, Kim
Subject: Fwd:

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Franklin, Paulette

From: Scoville, Kim
Sent: January 27, 2014 11:33 PM
To: Hainsworth, Shane
Subject: Re: Coroner investigating death of woman after arrest by Canaidian border agents at YVR

Its everywhere.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Hainsworth, Shane
Sent: Monday, January 27, 2014 08:32 PM
To: Scoville, Kim
Subject: Coroner investigating death of woman after arrest by Canadian border agents at YVR

FYI...This incident has hit the media.

http://www.vancouversun.com/touch/news/metro/Coroners+Service+investigating+death+woman+after+arrest/9437130/story.html?rel=813152

Shane Hainsworth
Superintendent
Canada Border Services Agency
Port of Aldergrove

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Coroner investigating death of woman after arrest by Canadian border agents at YVR



Photo 1/2

Official badge of the Canadian Border Services Agency.

BY MATTHEW ROBINSON, VANCOUVER SUN
JANUARY 28, 2014

The B.C. Coroners Service is investigating the death of a woman who was taken into custody by Canadian border agents at Vancouver International Airport last month.

The 42-year-old foreigner was arrested by the Canada Border Services Agency on Dec. 19. She was rushed from a holding cell to the hospital the next day, and died one week later, according to B.C. Coroners Service spokeswoman Barb McLintock.

"We are considering this an in-custody death, so it will get a very thorough investigation," McLintock said Monday evening.

Few details have been released about the death at this stage, including the nature or cause of the medical emergency the woman experienced while in custody.

"We don't want to speculate about causes . . . until we get a bit farther along in the tale," said McLintock.

mattrobinson@vancouversun.com

Twitter.com/@mt_robinson

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Franklin, Paulette

From: Scoville, Kim
Sent: January 27, 2014 09:23 PM
To: Boldt, Perry; MacVicar, Roslyn
Cc: Sidhu, Sonia; Dyck, John
Subject: Re: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Spelling errors in response.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Boldt, Perry
Sent: Monday, January 27, 2014 05:42 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Sidhu, Sonia; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

FYI.

From: Bolton, Bernée
Sent: January 27, 2014 5:34 PM
To: Boldt, Perry; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's
Importance: High

Pending calls from CBC, CTV, The Province, New1130, 24 hours.

RESPONSE:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly, the individual passed away on December 28, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an going investigation.

As such, the CBSA is not releasing further information at this time.

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Franklin, Paulette

From: Scoville, Kim
Sent: January 29, 2014 04:38 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q3. CCTV equipment (video not audio) is utilized in this detention facility. The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

From: Bolton, Bernée
Sent: January 29, 2014 1:34 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1: ok
IE Ops: Doug Clarke.

From: Scoville, Kim
Sent: January 29, 2014 1:32 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1. For the privacy and security of those persons who may be in detention….we do not permit filming in this area.

Who is IE Ops?

From: Bolton, Bernée
Sent: January 29, 2014 1:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

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Franklin, Paulette

From: Scoville, Kim
Sent: January 24, 2014 12:34 PM
To: Sidhu, Sonia
Subject: RE: Latest and Final IFS version

AlrEADY DONE

From: Sidhu, Sonia
Sent: January 24, 2014 9:34 AM
To: Scoville, Kim
Cc: Rice, Kimberly; Boldt, Perry
Subject: RE: Latest and Final IFS version

2 copies coming up

From: Boldt, Perry
Sent: January 24, 2014 9:29 AM
To: Scoville, Kim
Cc: Sidhu, Sonia; Rice, Kimberly
Subject: FW: Latest and Final IFS version

This is the last one I have seen, but I know that Catherine was making some additional minor revisions per a comment from Yvette.

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Franklin, Paulette

From: Scoville, Kim
Sent: January 29, 2014 02:33 PM
To: Dyck, John; Bolton, Bernée; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura confirms….no request for 'confidentiality agreement' was made by the CBSA.

Kim.

From: Dyck, John
Sent: January 29, 2014 11:15 AM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

I concur – it is important to correct the falsehoods that are being reported.

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

Thanks for your support,
bb

From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

As discussed Bernee – new lines are highlighted. Waiting for HQ Program approval.

Media lines

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On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Franklin, Paulette

From: Scoville, Kim
Sent: January 21, 2014 07:48 PM
To: Gray, Yvette-Monique; MacVicar, Roslyn; Dyck, John; Boldt, Perry
Cc: Sidhu, Sonia; Rice, Kimberly; Linde, John; Deans, James; Anaka, Jennifer; Séguin, Marie-France; Graham.Stark@justice.gc.ca
Subject:

Kim.

From: Gray, Yvette-Monique
Sent: January 21, 2014 4:35 PM
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Cc: Scoville, Kim; Sidhu, Sonia; Rice, Kimberly; Linde, John; Deans, James; Anaka, Jennifer; Séguin, Marie-France; Graham.Stark@justice.gc.ca
Subject: FW:

Best regards,
Yvette-Monique Gray
Director| Directrice
Pacific Region Enforcement and Intelligence Division | Division d'exécution de la loi et du renseignement de la région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia St, Vancouver BC V6B 6C8

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Yvette-Monique.Gray@cbsa-asfc.gc.ca
Tel | Tél: 604-666-2308 / Cell |
Government of Canada | Gouvernement du Canada

From: Deans, James
Sent: January 13, 2014 3:34 PM
To: MacVicar, Roslyn; Boldt, Perry; Scoville, Kim; Sidhu, Sonia; Hellsten, Sari; Sidhu, Karen; Dyck, John; Sin, Jenny
Cc: Gray, Yvette-Monique; Li, Yvonne; Anaka, Jennifer
Subject: Request for information
Importance: High

Regards,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: Scoville, Kim
Sent: January 28, 2014 11:56 AM
To: Boldt, Perry; Dyck, John
Cc: Sidhu, Sonia; MacVicar, Roslyn; Bolton, Bernée
Subject: Re: .

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Boldt, Perry
Sent: Tuesday, January 28, 2014 08:52 AM
To: Dyck, John
Cc: Sidhu, Sonia; Scoville, Kim; MacVicar, Roslyn; Bolton, Bernée
Subject: FW:

From: Morris, George
Sent: January 28, 2014 8:13 AM
To: 'Graham.Stark@justice.gc.ca' (Graham.Stark@justice.gc.ca); Séguin, Marie-France; MacVicar, Roslyn; Scoville, Kim; Gray, Yvette-Monique; Clarke, DougC; Clarke, Laura; Deans, James
Subject: FW:

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Franklin, Paulette

From: Scoville, Kim
Sent: January 31, 2014 11:03 AM
To: MacVicar, Roslyn
Subject: RE: Statement - BCIHC

I did. It is a link back to our web site...

From: MacVicar, Roslyn
Sent: January 31, 2014 8:03 AM
To: Scoville, Kim
Subject: Re: Statement - BCIHC

Please review the fact sheets...can't read...who produced those? Programs?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Friday, January 31, 2014 10:55 AM Eastern Standard Time
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Subject: RE: Statement - BCIHC

I like it.

From: MacVicar, Roslyn
Sent: January 31, 2014 7:53 AM
To: Scoville, Kim; Dyck, John; Boldt, Perry
Subject: Fw: Statement - BCIHC
Importance: High

Comments?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 10:39 AM Eastern Standard Time
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC

Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

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From: Scoville, Kim
To: MacVicar, Roslyn; Bolton, Bernée; Dyck, John; Boldt, Perry
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3
Date: January 31, 2014 11:46:58 AM

Hold on….. I would add:

At the the end./…

The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours.

From: MacVicar, Roslyn
Sent: January 31, 2014 11:43 AM
To: Bolton, Bernée; Dyck, John; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

I am approving

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

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CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

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In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

.

From: MacKillop, Ken
Sent: January 31, 2014 9:34 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts…

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn

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Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Couple of suggestions in the text…

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you

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that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
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ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: Blanchard, NathalieX
Sent: January 30, 2014 08:26 AM
To: Boldt, Perry
Cc: Rice, Kimberly; Sidhu, Sonia; Cabana, Philippe; Rancourt, Heather; Najm-Abboud, Nadia; Proulx, Annick
Subject:
Attachments:

Perry

Last night, Martin sent a PIN to Ros requesting a BN for the President on this matter (From VP signature) – we should inform him of what we are doing

BF in VPO Monday 3:00 out time

From: Scoville, Kim
Sent: January 24, 2014 5:39 PM
To: Xavier, Caroline; Bolduc, Martin
Cc: MacVicar, Roslyn; Séguin, Marie-France; Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca); Blanchard, NathalieX
Subject: (

Enjoy your weekend.

Kim.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 30, 2014 04:27 PM
To: Hellsten, Sari
Cc: Sidhu, Sonia
Subject: Contigency for VIA

Hi Sari,

Spoke to Kim per our discussion. He asked that you please work with EID and Comms on basic contingency plan for VIA should demonstrators move to the airport.

Perry Boldt
Regional Director General's Office | Bureau du directeur général régional
Canada Border Services Agency | Agence des services frontaliers du Canada
333 Dunsmuir | Vancouver BC
Perry.Boldt@cbsa-asfc.gc.ca
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Franklin, Paulette

From: Boldt, Perry
Sent: January 23, 2014 07:27 PM
To: Sidhu, Sonia; Rice, Kimberly
Subject: FW: Coroner and RCMP Release Lists
Attachments: Coroner Release.docx; RCMP Release.docx

These docs were discussed at the meeting we just had with EID. Can you please add them to Roz' and Kim's meeting packages for the meeting tomorrow with Martin and Caroline?

From: Anaka, Jennifer
Sent: January 23, 2014 4:19 PM
To: Boldt, Perry
Cc: Gray, Yvette-Monique; Deans, James; Lane, Christian; Clarke, DougC
Subject: Coroner and RCMP Release Lists

Hi Perry,

Attached are the release lists for the Coroner and the RCMP, edited as discussed. I've added the items that were released to the RCMP on the day of the incident and have amended the 'phases' for the Coroner, as well as adding the video footage to Phase 2.

Please let me know if you think it requires any further changes or if you require anything else.

Thanks,
Jen

Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
Telephone | Téléphone 604-666-0562
Cellular|Cellulaire
Facsimile | Télécopieur 604-666-8283

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Franklin, Paulette

From: Boldt, Perry
Sent: January 31, 2014 01:29 PM
To: Bolduc, Martin
Cc: Blanchard, NathalieX; Sidhu, Sonia
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez
Attachments: Scanned from a Xerox multifunction device.pdf

Hi Martin,

Further to Roslyn's PIN, please see attached.

Cheers,

Perry

From: Consulmex Vancouver [mailto:convancouver@sre.gob.mx]
Sent: January 30, 2014 6:42 PM
To: Clarke, Laura
Cc: Paul, Lucky; Franco Hijuelos, Claudia; Torres Córdova, Mauricio; Arroyo Rincon, Monica Isela
Subject: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

Yvette-Monique GRAY
Director
Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency

Dear Ms. Gray,

Enclosed please find a note from the Consulate General of Mexico, concerning the Mexican national Lucia Vega Jimenez.

I would appreciate it very much if you could provide the information requested at your earliest convenience.

Best regards,

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

CLAUDIA FRANCO HIJUELOS
CONSUL GENERAL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
604 684 1859 Ext: 3000
cfranco@sre.gob.mx

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Consulado General de México

VAN-0167/2014

The Consulate General of Mexico in Vancouver presents its compliments to the Canada Border Services Agency (CBSA), Pacific Region Enforcement and Intelligence Division, and would like to refer to the unfortunate death of a Mexican national, **Lucía Vega Jiménez**, who attempted to commit suicide while in custody of the CBSA, pending deportation.

In this respect, the Consulate General of Mexico acknowledges the information provided verbally to this Consulate through its Protection Division, and hereby requests the Canada Border Services Agency to make available all the official information to date, including the results of the RCMP investigation, and the status of the BC Coroner's ongoing examination of her death.

The Consulate General of Mexico remains attentive to the timely and comprehensive response to this request by the CBSA, Pacific Region Enforcement and Intelligence Division.

The Consulate General of Mexico in Vancouver avails itself of this opportunity to renew to the Canada Border Services Agency, Pacific Region Enforcement and Intelligence Division the assurances of its highest consideration.

Vancouver, January 30th, 2014.

Mrs. Yvette-Monique Gray
Director Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency (CBSA)
Vancouver, British Columbia

Consulado General de México
Vancouver, B.C. Canada

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Franklin, Paulette

From: Boldt, Perry
Sent: January 23, 2014 07:21 PM
To: Anaka, Jennifer
Subject: RE: Coroner and RCMP Release Lists

Got it. Thanks again!

Perry

Perry Boldt
Regional Director General's Office | Bureau du directeur général régional
Canada Border Services Agency | Agence des services frontaliers du Canada
333 Dunsmuir | Vancouver BC
Perry.Boldt@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-3305
Mobile | Portable
Government of Canada | Gouvernement du Canada

From: Anaka, Jennifer
Sent: January 23, 2014 4:19 PM
To: Boldt, Perry
Cc: Gray, Yvette-Monique; Deans, James; Lane, Christian; Clarke, DougC
Subject: Coroner and RCMP Release Lists

Hi Perry,

Attached are the release lists for the Coroner and the RCMP, edited as discussed. I've added the items that were released to the RCMP on the day of the incident and have amended the 'phases' for the Coroner, as well as adding the video footage to Phase 2.

Please let me know if you think it requires any further changes or if you require anything else.

Thanks,
Jen

Project Coordinator | Coordinatrice de projet
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du Pacifique
700-300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
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Facsimile | Télécopieur 604-666-8283

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Franklin, Paulette

From: Boldt, Perry
Sent: January 29, 2014 04:13 PM
To: Bolton, Bernée; Dyck, John; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For Urgent Approval: Media Query Canadian Press on YVR Case

Should we have backpocket the timing of previous death in custody and confirm that it is already in the public realm and that we were transparent about it?

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile: (
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 12:31 PM
To: Dyck, John; Clarke, Laura; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: For Urgent Approval: Media Query Canadian Press on YVR Case

For approval pls. Similar questions. Q 1. Will be verified by HQ.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: Carnadin, Amitha
Sent: January 29, 2014 12:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query Canadian Press on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval.

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Thanks,
Amitha

REACTIVE

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?

R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 31, 2014 05:28 PM
To: Bolton, Bernée
Subject: Re: RDGO For approval: Media Query - on BCIHC / YVR Case

approval on its way
Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Friday, January 31, 2014 02:20 PM
To: Scoville, Kim; MacVicar, Roslyn; Boldt, Perry
Cc: Dyck, John
Subject: RDGO For approval: Media Query - on BCIHC / YVR Case

Roz and Kim, this has been approved by Doug Clarke, Christian Lane, John D, and Laura Clarke. We added this line:
Access to onsite CBSA Management is available 24/7.
IE can call on a superintendent at any time to attend HIC. Let me know if you have any questions,
Regards
Bernée

REACTIVE

Media : Vancouver Sun/Postmedia - (Ottawa Correspondent)
Contact : @postmedia.com,
Issue: YVR Case
Deadline: asap

Questions:

Q1. The Canadian Bar Association tells me they have lobbied the federal govt/CBSA for close to 20 years for a 24-7 hotline at the CBSA detention centre at YVR to the local immigration lawyers. They said if you had this kind of hotline this suicide could have been prevented. Could you please clarify asap your policy on the amount of access people in your holding facility have to telephones to contact lawyers. And is there a list made available to them of the CBA members who practice immigration law?

R1. The British Columbia Immigration Holding Centre provides access to telephones in both the male and female common areas for use by detained individuals who wish to make local and collect long-distance calls. Beside each telephone are signs which provide contact information for the Legal Services Society of British

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Columbia, the Canadian Red Cross and the UNHCR. Contact information for the CBSA Detention Liaison Officer, who is available to answer any questions or concerns detained individuals may have about the immigration detention process, is also available. Telephone calls can be made 24/7.

Those in custody at CBSA's immigration holding centres or in corrections facilities may be provided with access to in-person legal counsel upon request. These requests are routinely accommodated.

In addition, access to medical personnel and interpreters is provided, as needed. Any individual in detention also has access to Duty Counsel, who provide legal services free of charge.

Q2. Can you please respond to the allegation that your set-up violates the Charter rights of people in detention by allowing private contractors handle a person's liberty and security (ie - Genesis guards are responsible for locking and unlocking the cell doors, body search and monitor safety issues and ordering and supplying food and water etc,)? There may be CBSA supervision in the broadest sense of the word but not on site and no CBSA officers would be manning the holding cells.

R2. The CBSA acts in full accordance with Canadian law and ensures that our operations adhere to the provisions of the Canadian Charter of Rights and Freedoms.

The CBSA has national detention procedures in place and our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees (UNHCR).

The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Access to onsite CBSA Management is available 24/7.

Detainees that are assessed and found not to be low risk prior to or during their stay at the British Columbia Immigration Holding Centre, and individuals being held for periods longer than 72 hours, are transferred to the Vancouver City Jail or provincial correctional facilities.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 30, 2014 04:49 PM
To: Bolton, Bernée
Cc: Scoville, Kim; Sidhu, Sonia
Subject: RE: URGENT approval: YVR Case - Vancouver Sun follow up Q's

Spoke to Kim. Good to go from RDGO with this revision.

Access is routinely facilitated to any detainee represented by legal counsel.

From: Bolton, Bernée
Sent: January 30, 2014 1:17 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Sidhu, Sonia; Boldt, Perry
Subject: URGENT approval: YVR Case - Vancouver Sun follow up Q's
Importance: High

Roz and Kim,
This has been approved by Laura Clarke, Doug C Clarke, Christian Lane, John D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

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R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. In person access is permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision. Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 28, 2014 07:11 PM
To: Bolton, Bernée
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

Give me two seconds.

From: Bolton, Bernée
Sent: January 28, 2014 4:08 PM
To: Clarke, DougC
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

Thank you , Perry if RDG or EX needs to see let me know otherwise we are running with this.
bb

From: Clarke, DougC
Sent: January 28, 2014 4:07 PM
To: Bolton, Bernée
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: FW: URGENT Approval: 2 Media Queries on Private Security Firms

Hi Bernee, please see the highlighted areas below. The changes suggested provides more specifics around custody and the professional standards and training.

From: Lane, Christian
Sent: January 28, 2014 4:01 PM
To: Clarke, DougC
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

See my ammendment below.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 28, 2014 3:54 PM
To: Clarke, DougC; Gray, Yvette-Monique; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: URGENT Approval: 2 Media Queries on Private Security Firms
Importance: High

We re-packaged previously approved lines. Note the reporter is quite angry re: our responses so far. Deadline is now.

REACTIVE

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2 media queries

Issue: YVR detainee case

First Query - Media: Vancouver Sun - @vancouversun.com, @vancouversun.com

Deadline: 6pmPST

Questions:
When did CBSA arrest Ms Jimenez
-the circumstances of that arrest
-When was she transferred into the custody of Genesis Security?
-What is CBSA's policy regarding transfers?
-What is CBSA's practices regarding checking on detainees?
-Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice?
-How often does CBSA do checks on inmates in cells?
-What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?
-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain
-What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security?
-How many other security firms does CBSA contract with and what are their names?

Second Query - Media: CBC, @cbc.ca

Questions: The cells where first responders were called to help the woman in medical distress at YVR...were they monitored or is the security there done by CBSA or YVR or a private firm?

Response:

The CBSA does not discuss the details of contracts it has with other agencies.

In general, what we can tell you is that the CBSA Pacific Region uses contracted private security guards for the transportation and custody of persons detained under the *Immigration and Refugee Protection Act* (IRPA). Strict protocols, directives and procedures are in place to ensure that guards abide by the CBSA's policies and procedures. All contracted security guards must abide by CBSA standards of conduct and must meet the same training and professional standards required of CBSA officers as they relate to the custody and transport of detained individuals.

The CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

If pressed:
For security purposes we will not divulge further details about our operations.

If pressed on individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Franklin, Paulette

From: Boldt, Perry
Sent: January 30, 2014 01:57 PM
To: Bolton, Bernée
Subject: RE: Van Sun article

Good stuff. :)

From: Bolton, Bernée
Sent: January 30, 2014 10:56 AM
To: Boldt, Perry; Dyck, John
Cc: MacVicar, Roslyn; Scoville, Kim
Subject: RE: Van Sun article

I did.

From: Boldt, Perry
Sent: January 30, 2014 10:56 AM
To: Bolton, Bernée; Dyck, John
Cc: MacVicar, Roslyn; Scoville, Kim
Subject: Van Sun article

Should we be correcting this with Van Sun? This is the ONLY in-custody death CBSA has ever had in BC.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C

VANCOUVER — Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre.

Vega Jimenez was removed from life support a week later with her family present, Coroner Barb McLintock said in a written release.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

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"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

Paterson said his group finds the whole incident very troubling.

"Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

In a written news release, the group **No One is Illegal** said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation.

Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said.

No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement.

The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said.

"The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement.

Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital.

"I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are **calling for an independent civilian inquiry**.

Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

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"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

A **vigil to honour Vega Jimenez** is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

Perry Boldt
Regional Director General's Office | Bureau du directeur général régional
Canada Border Services Agency | Agence des services frontaliers du Canada
333 Dunsmuir | Vancouver BC
Perry.Boldt@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-3305
Mobile | Portable
Government of Canada | Gouvernement du Canada

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Rice, Kimberly

From: MacVicar, Roslyn
Sent: February 19, 2014 12:43 PM
To: Rice, Kimberly
Subject: FW: QP Requests - January 28, 2014
Attachments: QPN - VEGA_Classified bkgd.doc

Expires: January 27, 2015 09:00 PM

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Blanchard, NathalieX
Sent: January 28, 2014 11:04 AM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014

chrono

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Date: January 28, 2014
Classification: Protected B

(This document contains information protected by the Privacy Act. It is not to be shared with anyone who does not have a "need to know".)

BACKGROUNDER
Death of a Woman in CBSA Custody – December 2013

Issue

Attempted suicide while in the CBSA immigration holding centre.

Background

Name: VEGA JIMENEZ, Lucia Dominga
DOB:
COB: Mexico
Responsible Office: Vancouver

01Dec13	Public transit police in Vancouver issued her a ticket for fare evasion and referred her to the CBSA who reported her inadmissible for failing to obtain an authorization to return to Canada (ARC). The CBSA arrested and detained her at the CBSA immigration holding centre, a 24-bed, short-term (72 hours) facility at the Vancouver airport.

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19Dec13	The CBSA advised her that her removal [redacted]. The CBSA transferred her to the CBSA immigration holding centre at the Vancouver airport as it would facilitate removal.
20Dec13	The CBSA immigration holding centre's service provider (Genesis) found her unresponsive in the shower at 06h40. The ambulance was called and CPR was administered. She was transported to Richmond General Hospital and later, to St-Joseph's Hospital.
27Dec13	Her [redacted] was admitted as a visitor at Vancouver airport.
28Dec13	The hospital stopped life support measures at 12h00 and declared her deceased [redacted]
02Jan14	The CBSA advised [redacted] that the coroner and the RCMP are investigating the incident and provided information on the immigration process in general.

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Notes:

Neither the CBSA immigration holding centre nor the Allouette facility identified any medical risks.

The CBSA immigration holding centre is equipped with video surveillance, however there is no video in the shower. All video footage has been provided to the RCMP.

The 3 other female detainees who were at the CBSA immigration holding centre at the time that she was found in the shower were transferred to the Allouette facility as counselling was available at that facility.

Next steps:

The coroner and the RCMP will complete their investigations.

CONTACTS:			
Prepared by Susan Kramer, Director Enforcement and Intelligence Operations Directorate	Tel. no. 613-952-2549	Approved by Denis Vinette for Martin Bolduc, VP, Operations Brach	Tel. no. 613-948-4445

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Franklin, Paulette

From: PSPMediaCentre/CentredesmediasPSP <PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca>
Sent: January 27, 2014 09:04 PM
To: Today's News / Actualités
Subject: (UPDATED) News 1130: Woman dies while in custody of Canada Border Services Agency

Categories: BCIHC incident

Woman dies while in custody of Canada Border Services Agency
January 27, 2014
News 1130

RICHMOND (NEWS1130) – A woman has died after being taken into custody by the Canada Border Services Agency at Vancouver International Airport.

Barb McClintock with the BC Coroner's service tells News1130 it happened last month after the woman was being kept in a holding cell. "We can say that this woman was 42, she was being held in the holding cells at Vancouver International Airport. Something went wrong, she went into medical distress in the early morning hours of the 20th of December last year."

McLintock says the woman died a week later in the hospital in Vancouver.

Since it was an in-custody death, McLintock says the coroners service is investigating. "She'd been in a correctional centre and she had been in custody under a Canadian border security warrant. She was transferred to their holding cells the day before on the 19th."

The CBSA has released the following statement:

On December 20th 2013 first responders were called to the BC Immigration holding centre at the Vancouver International Airport and a short term detainee was sent to the hospital.

The next of kin were notified of the individual's medical condition. Sadly, the individual passed away December 28th, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office and there is an ongoing investigation. As such, the CBSA is not releasing further information at this time.

Link

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Franklin, Paulette

From: PSPMediaCentre/CentredesmediasPSP <PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca>
Sent: January 27, 2014 09:21 PM
To: Today's News / Actualités
Subject: 24h Vancouver: Mexican woman dies in Canada Border Services custody

Categories: BCIHC incident

Mexican woman dies in Canada Border Services custody
January 27, 2014, 18:09 PT
24h Vancouver, By: David P. Ball

The B.C. Coroners service has confirmed the death of a Mexican national who was being held by Canada Border Services Agency on Dec. 28

Lucia Vega Jimenez, 42, died in Vancouver's Mount St. Joseph's Hospital. The cause of her death hasn't been revealed because it is an "open case under active investigation," Coroner spokeswoman Barb McLintock told 24 hours.

"She had been taken to hospital in the early morning hours of Dec. 20, 2013, from the Canada Border Services Agency holding cells at Vancouver International Airport."

Although it's unknown why she was being held by CBSA, Jimenez was transferred to agency's cells the day previous from a provincial correctional facility.

24 hours learned of her death last week from Mexican journalist Karla Lottini who herself had fled threats at home to come to B.C.

The 40-year-old Surrey resident was nearly deported two years ago until protests from migrant activists were staged and the government reversed its decision.

"I want to know her story, what reason she came here, why she got sent to the detention centre, and how she lost her life," Lottini said. "I can imagine the despair in that situation.

"Last year they deported another Mexican woman and she was killed very soon after they deported her. A lot of people are coming here to save their lives."

Lottini called the circumstances around Jimenez's death suspicious and called for more information and better monitoring of immigrant detentions.

The CBSA couldn't be reached by press time.

Link

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 03:13 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Boldt, Perry; Gray, Yvette-Monique
Subject: 911: Draft statement for review

Categories: BCIHC incident

I have no concerns with this statement.

BTW see CBC report with RCMP statement (was verbal nothing on twitter or site yet)

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport.
Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19.
Things went wrong early the next morning, and an ambulance was called to the airport.
McLintock says the woman was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28.
She said the incident is considered an in-custody death, so it will be investigated thoroughly.
She would not speculate on what might have caused the death.
A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation

---

From: Stokes, Mark
Sent: January 28, 2014 12:06 PM
To: Jarrette, Amy; MacKillop, Ken; Bolton, Bernée; Bailey, Esme; Graham, Maja
Subject: RE: Draft statement for review

I would rework that second last paragraph

CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing. The Richmond RCMP, initially called in to investigate this matter, has found it not to be criminal in nature.

From: Jarrette, Amy
Sent: January 28, 2014 2:55 PM
To: MacKillop, Ken; Stokes, Mark; Bolton, Bernée; Bailey, Esme; Graham, Maja
Subject: Draft statement for review

Here is a draft CBSA statement, which combines our previous lines, QPN, as well as update re: RCMP investigation (which has been highlighted – needs to be confirmed). Please advise of any comments. We will send to translation urgently.

Statement on death of short-term detainee at B.C. Immigration Holding Centre

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On December 20, 2013 first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroner's investigation is ongoing.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Franklin, Paulette

From: Sidhu, Sonia
Sent: January 29, 2014 05:18 PM
To: MacVicar, Roslyn; Boldt, Perry; Dyck, John; Scoville, Kim
Subject: 911 from BC Coroner's communications NR - (Copy & Paste)
Attachments: jimenez death.docx

Importance: High

Categories: BCIHC incident

Statement on Death of Lucia Vega Jiminez

VICTORIA – The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28th, 2013 at Mount St Joseph's Hospital in Vancouver. Ms. Vega Jimenez had been taken to hospital the morning of December 20th , 2013 after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on December 28th, 2013.

Chief Coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced.

"Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Ms. Lapointe stated.

"While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us. I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully cooperating with Coroners Service investigators."

The decision as to whether to conclude the investigation by public Coroner's Report or Coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Contact: Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 or 250 213-5020

From: Bolton, Bernée
Sent: January 29, 2014 2:12 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry
Subject: 911 from BC Coroner's communications NR
Importance: High

FYI I will be forwarding to HQ pending your comments. I would prefer the removal of hanging from a shower stall to found in distress.

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From: McLintock, Barbara J JAG:EX [mailto:Barbara.McLintock@gov.bc.ca]
Sent: January 29, 2014 2:09 PM
To: Bolton, Bernée
Subject: What we are thinking of putting out ...

Hi,
Here is the draft of what we are thinking of putting out. Does this cause you any concern?

Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 (o)
250 213-5020 (c)

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For Immediate Release
[release number]
Jan. 29, 2014

Ministry of Justice

Statement on Death of Lucia Vega Jiminez

VICTORIA – The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28th, 2013 at Mount St Joseph's Hospital in Vancouver. Ms. Vega Jimenez had been taken to hospital the morning of December 20th , 2013 after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on December 28th, 2013.

Chief Coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced.

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"While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us. I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully cooperating with Coroners Service investigators."

The decision as to whether to conclude the investigation by public Coroner's Report or Coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Contact: Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 or 250 213-5020

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 29, 2014 05:12 PM
To: MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry
Subject: 911 from BC Coroner's communications NR
Attachments: jimenez death.docx

Importance: High

Categories: BCIHC incident

FYI I will be forwarding to HQ pending your comments. I would prefer the removal of hanging from a shower stall to found in distress.

From: McLintock, Barbara J JAG:EX [mailto:Barbara.McLintock@gov.bc.ca]
Sent: January 29, 2014 2:09 PM
To: Bolton, Bernée
Subject: What we are thinking of putting out ...

Hi,
Here is the draft of what we are thinking of putting out. Does this cause you any concern?

Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 (o)
250 213-5020 (c)

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 06:27 PM
To: Hellsten, Sari; MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry; Mossey, Doug; Gray, Yvette-Monique; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie; Zelenika, Mark
Subject: 911 Media Request -- Global TV is at YVR

Categories: BCIHC incident

Heads up John Daly just called and is at the airport now. Please refer him to CBSA media relations. I will call him back and inform him we respectfully decline his request for a tour citing privacy and security reasons.

Call me asap if other response is required.

Bb

Heads up – of Global TV is at YVR now and is requesting to see/tour the holding facilities where the individual was held.

Media: Global TV
Contact globaltv.com;

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Franklin, Paulette

From: Scoville, Kim
Sent: January 31, 2014 04:37 PM
To: MacVicar, Roslyn; Blanchard, NathalieX
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Categories: BCIHC

Sorry Nathalie….looks like the VPO and AVPO have seen it. Here is a copy for your records….

From: MacKillop, Ken
Sent: January 31, 2014 1:11 PM
To: Bolton, Bernée; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

ONCE APPROVED…..hoping for today….

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ok, will it be posted today to our website or tomorrow?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

VPs don't want a video.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/

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Franklin, Paulette

From: Boldt, Perry
Sent: January 27, 2014 08:42 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Sidhu, Sonia; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Importance: High

FYI.

From: Bolton, Bernée
Sent: January 27, 2014 5:34 PM
To: Boldt, Perry; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's
Importance: High

Pending calls from CBC, CTV, The Province, New1130, 24 hours.

RESPONSE:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly, the individual passed away on December 28, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an going investigation.

As such, the CBSA is not releasing further information at this time.

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Franklin, Paulette

From: MacKillop, Ken
Sent: January 31, 2014 06:37 PM
To: 'MEDIARE@fin.gc.ca'
Cc: MacVicar, Roslyn; Bolduc, Martin; Weber, Caroline; Bolton, Bernée; Giolti, Patrizia
Subject: Fw: Media calls

Categories: BCIHC

Pls see revised statement for issuance to all media who have today asked for comment.

MR, pls amend reference to RC as discussed and send to PCO.

Thanks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: deleRue, Jean-Christophe [mailto:Jean-Christophe.DeLeRue@ps-sp.gc.ca]
Sent: Friday, January 31, 2014 06:25 PM
To: MacKillop, Ken
Subject: Re: Media calls

Revised statement that can be sent only to outlets looking for comment. Please send to PCO:

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the British Columbia Immigration Holding Centre:

“First and foremost, we wish to extend our deepest condolences to the family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The Agency fully complied with the RCMP’s investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA’s British Columbia Immigration Holding Centre

Here are the facts:

When this incident occurred, our immediate concern was for the care of the individual.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver, as per our standard procedures.

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The CBSA has never requested a confidentiality agreement from the family.

The CBSA will be able to release further information about the incident and our actions at the conclusion of the BC Coroners' investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The Centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Canadian Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

Jean-Christophe de Le Rue

----- Original Message -----
From: MacKillop, Ken [mailto:Ken.MacKillop@cbsa-asfc.gc.ca]
Sent: Friday, January 31, 2014 06:07 PM
To: deleRue, Jean-Christophe
Subject: Media calls

J-C, there are calls from Torstar, AFP Montreal, Postmedia, and Vancouver Sun - are you sure you don't want us to just issue the statement?

Tks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 06:05 PM
To: MacVicar, Roslyn; MacKillop, Ken; Scoville, Kim; Dyck, John; Gray, Yvette-Monique; Boldt, Perry; Jarrette, Amy; Stokes, Mark
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: FW: Media Coverage Afternoon edition

Categories: BCIHC incident

End of day to follow – many of the reporter's follow up inquiries had 4 – 5pm deadlines. Social media activity has dropped off but notable.

A 42-year-old woman died after being taken into custody by the Canada Border Services Agency.
Global Toronto

The identity of the woman who died while in the custody of the Canada Border Services Agency has been released by the BC Civil Liberties Association (BCCLA). Mexican woman Lucia Vega Jiménez, 42, died while in custody on Dec. 28, 2013. The Canadian Border Services Agency has issued the following statement: On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital. The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.
Steven Blaney, Minister of Public Safety and Emergency Preparedness, issued the following statement on Jiménez's death: "We have been made aware of the tragic event that took place at the B.C. Immigration Holding Centre. The Minister expects the CBSA to fully cooperate with the Coroners Service of British Columbia."
Josh Paterson, the executive director of the BCCLA, said "nobody should die while they are in the custody of law enforcement. The Canada Border Services Agency must be accountable for this tragic death of a woman who was in their care and custody. The public needs answers. How did this happen? Could this tragedy have been prevented?"
Barb McLintock with the Coroners Service of British Columbia said Jiménez, who is not a Canadian citizen, was being held in a holding cell at YVR on Dec. 20 when she went into medical distress. McLintock did not say why the woman was moved to a holding cell at the airport.
Jiménez was rushed to Mount St. Joseph hospital but died a week later.
At this time, no other details have been provided about her death.
"We're not going to speculate about the cause or classification of death at this point, while our investigation is still in such early stages," said McClintock.
"We are considering this an in-custody death because she was not free to leave detention at that point, she was definitely detained so as such that does put a little extra onus to us to make sure that we do an incredibly thorough investigation," added McClintock.
Paterson said there has to be an investigation into what happened.
"Unlike other law enforcement agencies in B.C., there is no independent oversight of the Canada Border Services Agency's operations," he said. "We understand that the RCMP is investigating, but when deaths

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happen in the custody of law enforcement, we need to have an independent, civilian investigation of what happened in order for the public to have confidence in the results. As several commissions of inquiry in BC have reported, police-on-police investigation is not appropriate."
We will update this story when more information becomes available.

Lucia Vega Jimenez Death In Vancouver Airport Custody Probed

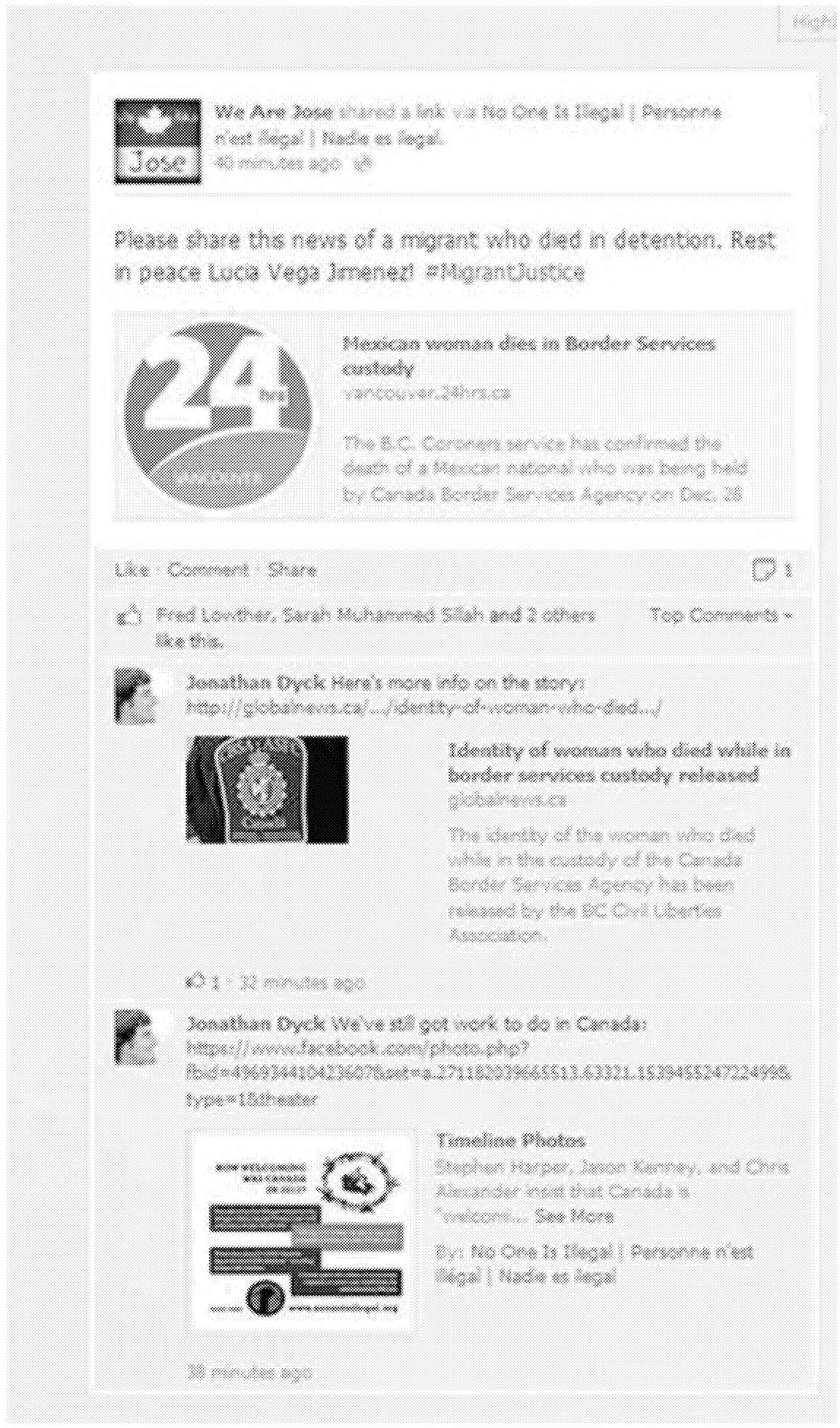
UPDATE: 12 p.m. — Lucia Vega Jimenez, 42, attempted suicide while in custody at Vancouver airport and died of her injuries, sources told Global News.
VANCOUVER - Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency.
BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody.
Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results.
Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards.
She died in a Vancouver hospital on Dec. 28.
McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…Huffington Post

Activists demand answers after death of woman detained at Vancouver airport

Civil liberties activists in British Columbia are demanding answers after the in-custody death of a 42-year-old woman being held by the Canada Border Services Agency. BC Civil Liberties Association executive director Josh Paterson identifies the victim as Lucia Vega Jimenez and says CBSA must be accountable for the death of anyone in their care and custody. Paterson is calling for an independent, civilian investigation, saying that is the only way the public will have confidence in the results. Coroner Barb McLintock has confirmed Jimenez, who was not a Canadian citizen, was taken into custody at Vancouver International Airport last month, transferred to cells there on Dec. 19, and collapsed shortly afterwards. She died in a Vancouver hospital on Dec. 28. McLintock says the coroners service isn't prepared to speculate about the cause or classification of the death because the investigation is preliminary, but she says it is being treated as an in-custody incident, so an inquest will automatically be ordered…CBC; Vancouver Sun; Huffington Post BC

Facebook

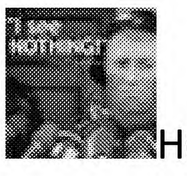
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TWITTER (as of 3 pm PST)

1.  **We Are Jose** @wearejose 9 mins

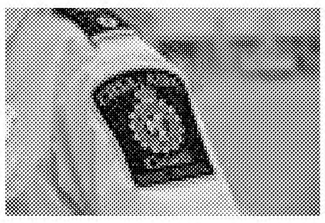
Tragic death of Mexican woman detained in BC: http://globalnews.ca/news/1112553/identity-of-woman-who-died-while-in-border-services-custody-released/ … via @nooneisillegal #cdnpoli #cbsa #humanrights #wearejose #langley



Helena Handbasket @MyPetGloat 16 hrs

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Mexican woman, 42, dies in Canadian border services custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …



Mexican woman dies in border services custody
The B.C. Coroners Service has confirmed the death of a Mexican national being held by Canada Border Services Agency (CBSA) on Dec. 28
7:37 PM - 27 Jan 2014 · Details Flag media Flagged (learn more)


Brian Marlatt @BrianMarlatt 41 mins
Is it time yet to replace #CBSA armed "border security" by restoring Canada Customs agents? Giving guns to the tax man always seemed odd.#hw

GHY International @GHY_Intl 59 mins
News from CBSA 51st arrest of an individual “Wanted by the CBSA”: [News Release] Wei Can Xie arrested in... http://bit.ly/1k2NGrZ #CBSA
Report Tweet

and more


Lily @lyliph 3 hrs
Woman dies in #CBSA custody: http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CDNpoli


David P Ball @davidpball 4 hrs
.@TorontoSun @CalgarySun & Canoe.ca picked up my story on Lucia Vega Jimenez—Mexican woman who died in #CBSA custody http://www.torontosun.com/2014/01/27/mexican-woman-dies-in-custody-of-border-services …


Irwin Oostindie @Dutchphoto 4 hrs
RT @W2Media: PODCAST #Sochi 2014 #Olympics #LGBT #PeteSeeger #CBSA deaths in custody RIP Lucia Vega Jimenez #vanpoli http://coopradio.org/content/media-mornings-341 …


Irwin Oostindie @Dutchphoto 6 hrs
RT @W2Media: Byron Cruz (Sanctuary Health) speaking on Mexican woman's death in Canada Border Services custody #CBSA 100.5FM w2media.ca

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 Tatiana Gomez @GomezLawAvocate 9 hrs
Mexican woman dies in Border Services custody | Vancouver 24 hrs http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custodyn … #cdnimm #cbsa

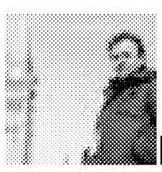
Globe BC @GlobeBC 7 hrs
Coroner to investigate death of woman who was detained at #YVR http://bit.ly/1f7OOsp

CTV British Columbia @CTVBC 7 hrs
#BC Coroners Service probes death of woman who was held at #YVR. http://bit.ly/1k1qH0o pic.twitter.com/yaFolGYJ5b

The Vancouver Sun @VancouverSun 20 hrs
B.C. Coroners Service investigating death of woman, 42, after arrest by #CBSA at #YVR last month: http://www.vancouversun.com/Coroner+investigating+death+woman+after+arrest+Canadian+border+agents/9437130/story.html#ixzz2resN6N5F …

CKNW @CKNW 21 hrs
A woman taken into custody at #YVR in December died a week later. Details at 6pm. http://bit.ly/1liuUAR

 David P Ball @davidpball 19 hrs
Mexican woman dies in #CBSA custody, advocate suggests death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … @ccrweb @nooneisillegal @AmnestyNow @j4mw

 David P Ball @davidpball 19 hrs
Mexican woman dies in #BorderServices custody, advocate says death suspicious http://vancouver.24hrs.ca/2014/01/27/mexican-woman-dies-in-border-services-custody … #CBSA #immigration #cdnpoli

Morning Media Summary:

WOMAN DIES IN CUSTODY

The B.C. Coroners Service is investigating the death in hospital of a 42-year-old woman after she was detained in December in the immigration holding centre at Vancouver International Airport. Coroner Barb McLintock says the woman, who wasn't a Canadian citizen, had been in the custody of the Canada Border Services Agency for a few days and was transferred to the airport's holding cells on Dec.19. Things went wrong early the next morning, and an ambulance was called to the airport. McLintock says the woman

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was taken to several hospitals, before ending up at Mount Saint Joseph Hospital in Vancouver, where she died on Dec. 28. She said the incident is considered an in-custody death, so it will be investigated thoroughly. She would not speculate on what might have caused the death. A statement issued by the Richmond RCMP said an investigation concluded there was "nothing criminal in nature in relation to this incident," and the coroner's office would be handling the rest of the investigation.

The Province, Vancouver Sun, 24 Hours; The Huffington Post; Global News; Globe and Mail; Metro News; CBC ; CTV; Bay Today; Canoe; News 1130; Toronto Sun; Calgary Herald; Edmonton Journal; Edmonton Examiner

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 29, 2014 05:56 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Boldt, Perry; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: MO Approved response to BCIHC queries

Categories: BCIHC incident

FYI and thank you for your support today,
bb

From: Graham, Maja
Sent: January 29, 2014 2:44 PM
To: Bolton, Bernée; PAC, CBSA-Communications
Cc: MacKillop, Ken; Stokes, Mark; Jarrette, Amy; Bailey, Esme; Giolti, Patrizia
Subject: MO Approved response to BCIHC queries

Hello Bernée. Please find the MO approved response for all media queries you have on the BCIHC case. Thank you, Maja

CBSA response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Franklin, Paulette

From: Boldt, Perry
Sent: January 29, 2014 06:44 PM
To: Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Sidhu, Sonia
Subject: FW: MO Approved response to BCIHC queries

Categories: BCIHC incident

FYI – final approved CBSA lines that have now been shared with all media who have made an enquiry on this issue to date.

From: Graham, Maja
Sent: January 29, 2014 2:44 PM
To: Bolton, Bernée; PAC, CBSA-Communications
Cc: MacKillop, Ken; Stokes, Mark; Jarrette, Amy; Bailey, Esme; Giolti, Patrizia
Subject: MO Approved response to BCIHC queries

Hello Bernée. Please find the MO approved response for all media queries you have on the BCIHC case. Thank you, Maja

CBSA response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham
Media Spokesperson | Porte-parole
Media Relations | Relations avec les médias
Canada Border Services Agency | Agence des services frontaliers du Canada
maja.graham@cbsa-asfc.gc.ca
Telephone | Téléphone 613-952-0522
Facsimile | Télécopieur 613-952-1797

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Franklin, Paulette

From: Boldt, Perry
Sent: January 31, 2014 05:59 PM
To: MacVicar, Roslyn
Subject: FW: PLS READ THIS KEN

Importance: High

Categories: BCIHC

From: Bolton, Bernée
Sent: January 31, 2014 2:57 PM
To: MacKillop, Ken; Jarrette, Amy; Giolti, Patrizia
Cc: Boldt, Perry; Dyck, John
Subject: PLS READ THIS KEN
Importance: High

Working on response now.

bb

From: Carnadin, Amitha
Sent: January 31, 2014 2:51 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Approval -- Media Query AFP on YVR Case
Importance: High

We have a media query from Agence France Presse Montreal. The reporter wants a response in 30 minutes so perhaps we provide info that was previously released to other media? See proposed response below.

Also, we're now seeing increasing interest from outlets outside of BC (Toronto Star and now Agence France Presse Montreal)…perhaps MO will take that into consideration and allow us to issue the latest statement.

REACTIVE

Media: Agence France Presse Montreal
Contact: afpmontreal@afp.com
Issue: YVR case
Deadline: asap

Question: seeking any information you can provide about a Mexican woman who died in CBSA custody.

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

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The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About Detention:

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

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Franklin, Paulette

From: Blanchard, NathalieX
Sent: January 28, 2014 02:04 PM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014
Attachments: QPN - VEGA JIMENEZ (FINAL).doc

Expires: January 28, 2015 12:00 AM

Categories: BCIHC incident

Ros

Further to your conversation with Martin – I will send you the chrono -

Subject: QP Requests - January 28, 2014
Importance: High

Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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QUESTION PERIOD NOTE

Date: January 28, 2014
Classification: Protected
Branch / Agency: Operations Branch /CBSA

Question Period Note / Note pour la Période des questions

DEATH OF A WOMAN IN CBSA CUSTODY – DECEMBER 2013

ISSUE: Attempted suicide while in the CBSA immigration holding centre.

BACKGROUND:

Privacy legislation and an ongoing investigation prevents any discussion about the details of the case.

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in provincial facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is fully cooperating with the RCMP and coroner's investigation.

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DEATH OF A WOMAN IN CBSA CUSTODY – DECEMBER 2013

PROPOSED RESPONSE:

- **The health and safety of those in our care is of paramount concern.**

- **Privacy legislation prevents me from discussing the details of a person's case.**

- **We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.**

- **The CBSA is cooperating fully with the investigating organization, the RCMP, and the coroner's office by providing all the information it has on the case.**

CONTACTS:			
Prepared by Susan Kramer, Director Enforcement and Intelligence Operations Directorate	Tel. no. 613-952-2549	Approved by Denis Vinette for Martin Bolduc, VP, Operations Brach	Tel. no. 613-948-4445

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DÉCÈS D'UNE FEMME DÉTENUE PAR L'ASFC – DÉCEMBRE 2013

RÉPONSE SUGGÉRÉE :

- **Nous prenons notre responsabilité très sérieusement et il est important d'établir les circonstances entourant la perte de vie humaine.**

- **Nous considérons la santé et la sécurité des personnes à notre charge comme primordiale.**

- **La GRC mène une enquête ainsi que le bureau du coroner de la C.-B. et l'ASFC collabore entièrement avec ces enquêtes.**

- **La loi sur la protection des renseignements personnels m'empêche de divulguer les détails dans le cas d'une personne.**

CONTACTS :			
Préparée par Susan Kramer, Directrice Direction des opérations relatives à l'exécution de la loi et au renseignement	N° de tél. 613-952-2549	Approuvée par Denis Vinette pour Martin Bolduc, VP, Direction générale des opérations	N° de tél. 613-948-4445

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 02:27 PM
To: Boldt, Perry; Dyck, John; MacVicar, Roslyn; Scoville, Kim
Subject: FW: Revised Statement - BCIHC

Categories: BCIHC

Communications recommendations

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the victim's family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

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Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

.

From: MacKillop, Ken
Sent: January 31, 2014 9:34 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

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Well its out there in the public domain but at this point I don't think it either adds or detracts…

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Couple of suggestions in the text…

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue

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to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: MacKillop, Ken
Sent: January 31, 2014 10:39 AM
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC
Importance: High

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Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

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As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Tks

Ken MacKillop
Director General | Directeur général
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Communications Directorate
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From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM
To: MacKillop, Ken
Cc: Bailey, Esme; Graham, Maja
Subject: Statement - BCIHC

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

“There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim’s family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.”

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 02:24 PM
To: MacKillop, Ken; MacVicar, Roslyn; Scoville, Kim; Jarrette, Amy; Boldt, Perry; Dyck, John
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Fw: Vancouver Sun request

Categories: BCIHC

See the level of detail here.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: (Vancouver Sun) [mailto: @vancouversun.com]
Sent: Tuesday, January 28, 2014 02:23 PM Eastern Standard Time
To: bernee.bolton@cbsa.gc.ca <bernee.bolton@cbsa.gc.ca>
Subject: Vancouver Sun request

Hi Ms. Bolton,

Further to our telephone conversation the Vancouver Sun is seeking comment from a CBSA spokesperson regarding the death of Lucia Vega Jimenez on Dec.20

-When did CBSA arrest Ms Jimenez
-the circumstances of that arrest
-When was she transferred into the custody of Genesis Security?
-What is CBSA's policy regarding transfers?
-What is CBSA's practices regarding checking on detainees?
-Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice?
-How often does CBSA do checks on inmates in cells?
-What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?
-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain
-What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security?
-How many other security firms does CBSA contract with and what are their names?

I look forward to your answers and as I mentioned it would be helpful to obtain the information by 2 p.m.
Thank you.

Sincerely,

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Franklin, Paulette

From: PSPMediaCentre/CentredesmediasPSP <PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca>
Sent: January 27, 2014 08:39 PM
To: Today's News / Actualités
Subject: News 1130: Woman dies while in custody of Canada Border Services Agency

Categories: BCIHC incident

Woman dies while in custody of Canada Border Services Agency
January 27, 2014, 17:27 PT
News 1130

RICHMOND (NEWS1130) – A woman has died after being taken into custody by the Canada Border Services Agency at Vancouver International Airport.

Barb McClintock with the BC Coroner's service tells News1130 it happened last month after the woman was being kept in a holding cell. "We can say that this woman was 42, she was being held in the holding cells at Vancouver International Airport. Something went wrong, she went into medical distress in the early morning hours of the 20th of December last year."

McLintock says the woman died a week later in the hospital in Vancouver.

We have calls in to the Canada Border Services Agency for comment.

The BC Coroner's Service says it's conducting a thorough review.

Link

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Franklin, Paulette

From: Xavier, Caroline
Sent: January 29, 2014 06:06 PM
To: Bolduc, Martin; MacVicar, Roslyn
Cc: Blanchard, NathalieX; Rancourt, Heather
Subject: Re: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Categories: BCIHC incident

In case you didn't see this latest…
Caroline Xavier

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: PSPMediaCentre/CentredesmediasPSP [mailto:PSPMediaCentre/CentredesmediasPSP@ps-sp.gc.ca]
Sent: Wednesday, January 29, 2014 06:03 PM
To: Today's News / Actualités <TodaysNews@ps-sp.gc.ca>
Subject: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Death of Mexican woman in CBSA custody sparks call for accountability
Vivian Luk
Canadian Press
January 29 2014, 17h31 EST

Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing no answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed the 42-year-old collapsed shortly after being transferred to a cell on Dec. 19. She died in a Vancouver hospital nine days later.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

The group No One Is Illegal said three people, including a reverend who administered last rites at the hospital where Vega Jimenez died, have confirmed that she tried to hang herself with a shower curtain in the holding cells.

"We find this whole incident to be very troubling," said Paterson. "Someone has died in custody - it appears in reports she committed suicide - and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

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Franklin, Paulette

From: Weber, Caroline
Sent: January 29, 2014 04:48 PM
To: Graham, Maja; Bolduc, Martin; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; MacKillop, Ken; Khouryati, Joanne; Jarrette, Amy; Stokes, Mark; CBSA-ASFC-Media Relations
Subject: Re: For Information: Media queries - BCIHC case

Thanks.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Graham, Maja
Sent: Wednesday, January 29, 2014 04:40 PM Eastern Standard Time
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; MacKillop, Ken; Khouryati, Joanne; Fiddy, Greg; MacKillop, Ken; Jarrette, Amy; Stokes, Mark; CBSA-ASFC-Media Relations
Subject: For Information: Media queries - BCIHC case

Good afternoon. For your information – Pacific region is still receiving numerous queries on the BC IHC case. Our position still stands, we will not be speaking to the specific case. Our updated response is below (approved by Ken MacKillop), we have added some messaging on national detention standards (approved by Susan Kramer and Stephen Bolton). Thank you, Maja

MEDIA QUERIES

Media: (CKNW Radio) & (Vancouver Sun) and others

Issue: BCIHC case

Response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their

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right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Questions (CKNW Radio): The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?

2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions (Vancouver Sun):

1-When did CBSA privatize the security contract at the YVR holding centre with Genesis Security?

2-What is the policy for CBSA regarding officers ensuring inspections are done of detainees? For instance, how often are they checked? 3What does that check involve – do they just do a visual inspection or enter the holding cell?

4-Are cameras monitoring the cells? (I believe there is a one holding area for men and the other for women) If you confirm whether these two holding cells are under 24/7 cameras?

5-Would CBSA ever ask family of a detainee to sign a confidentiality agreement?

6-Does CBSA put out press releases when there are deaths involving detainees? What is your exact policy on that?

7-Is there any legislation CBSA is bound by regarding the reporting of deaths or suicide attempts?

8-What is the CBSA policy regarding visitors to the YVR holding centre? Are lawyers, family, friends, John Howard Society, religious counsel, etc. allowed in ?

9- I understand a CBSA officer would have had to issue a second deportation order when they find a person who previously had a deportation order. Who issued the one for Lucia Vega Jimenez and I understand the statement and the Minister Delegate Interview that would have been done with her should be available to the pubic when requested. If I could get a copy as soon as possible.

Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

Canada Border Services Agency | Agence des services frontaliers du Canada

maja.graham@cbsa-asfc.gc.ca

Telephone | Téléphone 613-952-0522

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Facsimile | Télécopieur 613-952-1797

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Franklin, Paulette

From: Scoville, Kim
Sent: January 27, 2014 09:23 PM
To: Boldt, Perry; MacVicar, Roslyn
Cc: Sidhu, Sonia; Dyck, John
Subject: Re: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

Spelling errors in response.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Boldt, Perry
Sent: Monday, January 27, 2014 05:42 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Sidhu, Sonia; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's

FYI.

From: Bolton, Bernée
Sent: January 27, 2014 5:34 PM
To: Boldt, Perry; Dyck, John
Subject: FW: For urgent approval: CBC and CTV Media Queries -- BC Coroner's
Importance: High

Pending calls from CBC, CTV, The Province, New1130, 24 hours.

RESPONSE:

On December 20, 2013 first responders were called to the BC Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition.

Sadly, the individual passed away on December 28, 2013.

The CBSA is cooperating with the Richmond RCMP and the BC Coroner's Office, and there is an going investigation.

As such, the CBSA is not releasing further information at this time.

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Franklin, Paulette

From: MacKillop, Ken
Sent: January 28, 2014 03:31 PM
To: Bolduc, Martin; Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: RE: FOR URGENT APPROVAL: Draft statement - BCIHC

Categories: BCIHC

RCMP national have confirmed that their investigation into this matter is closed.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
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613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolduc, Martin
Sent: January 28, 2014 3:14 PM
To: Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I am ok
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Weber, Caroline
Envoyé : Tuesday, January 28, 2014 03:13 PM
À : Jarrette, Amy; Bolduc, Martin; Blanchard, NathalieX
Cc : Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Objet : Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I approve.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC

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(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 03:04 PM Eastern Standard Time
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: FOR URGENT APPROVAL: Draft statement - BCIHC

In lieu of an on camera response, we are proposing to post a statement on our website as soon as possible today, and tweeted (no posting on the wire). Pacific has a number of media enquiries on the issue and it would be useful to have an official statement to point to.

Here is a draft CBSA statement for your approval, which combines our previous lines, QPN, as well as update re: RCMP investigation (which has been highlighted – we are confirming with RCMP HQ). Please advise of any comments.

*****

Statement on death of short-term detainee at B.C. Immigration Holding Centre

On December 20, 2013 first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroner's investigation is ongoing.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Franklin, Paulette

From: Weber, Caroline
Sent: January 28, 2014 05:33 PM
To: MacKillop, Ken; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

Categories: BCIHC

Is this out yet? Have we tweeted? Is it on our web site?

Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 03:31 PM Eastern Standard Time
To: Bolduc, Martin; Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme
Subject: RE: FOR URGENT APPROVAL: Draft statement - BCIHC

RCMP national have confirmed that their investigation into this matter is closed.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolduc, Martin
Sent: January 28, 2014 3:14 PM
To: Weber, Caroline; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: Re: FOR URGENT APPROVAL: Draft statement - BCIHC

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I am ok
Martin

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Weber, Caroline
Envoyé : Tuesday, January 28, 2014 03:13 PM
À : Jarrette, Amy; Bolduc, Martin; Blanchard, NathalieX
Cc : Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Objet : Re: FOR URGENT APPROVAL: Draft statement - BCIHC

I approve.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 03:04 PM Eastern Standard Time
To: Bolduc, Martin; Blanchard, NathalieX; Weber, Caroline
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: FOR URGENT APPROVAL: Draft statement - BCIHC

In lieu of an on camera response, we are proposing to post a statement on our website as soon as possible today, and tweeted (no posting on the wire). Pacific has a number of media enquiries on the issue and it would be useful to have an official statement to point to.

Here is a draft CBSA statement for your approval, which combines our previous lines, QPN, as well as update re: RCMP investigation (which has been highlighted – we are confirming with RCMP HQ). Please advise of any comments.

*****

Statement on death of short-term detainee at B.C. Immigration Holding Centre

On December 20, 2013 first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.
The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. CBSA continues to cooperate with the B.C. Coroner's Office, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroner's investigation is ongoing.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 29, 2014 04:34 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Categories: BCIHC

Q1: ok
IE Ops: Doug Clarke.

From: Scoville, Kim
Sent: January 29, 2014 1:32 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1. For the privacy and security of those persons who may be in detention….we do not permit filming in this area.

Who is IE Ops?

From: Bolton, Bernée
Sent: January 29, 2014 1:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,
Amitha

REACTIVE

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Media: Global News, Rumina Daya
Contact: rumina.daya@globalnews.ca
Deadline: asap

Issue: YVR case

Questions and Answers:

Q1. Can we film the holding cells area?

R1. To maintain the security of our operations, filming in this area is never permitted.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. As with any detention facility, there are security provisions in place to ensure the safety and security of personnel and detainees. The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Franklin, Paulette

From: Dyck, John
Sent: January 29, 2014 06:09 PM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Boldt, Perry; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: MO Approved response to BCIHC queries

Categories: BCIHC incident

Excellent

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 02:55 PM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Boldt, Perry; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: MO Approved response to BCIHC queries

FYI and thank you for your support today,

bb

From: Graham, Maja
Sent: January 29, 2014 2:44 PM
To: Bolton, Bernée; PAC, CBSA-Communications
Cc: MacKillop, Ken; Stokes, Mark; Jarrette, Amy; Bailey, Esme; Giolti, Patrizia
Subject: MO Approved response to BCIHC queries

Hello Bernée. Please find the MO approved response for all media queries you have on the BCIHC case. Thank you,
Maja

CBSA response:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

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The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Maja Graham

Media Spokesperson | Porte-parole

Media Relations | Relations avec les médias

Canada Border Services Agency | Agence des services frontaliers du Canada

maja.graham@cbsa-asfc.gc.ca

Telephone | Téléphone 613-952-0522

Facsimile | Télécopieur 613-952-1797

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Franklin, Paulette

From: Dyck, John
Sent: January 28, 2014 02:09 PM
To: MacVicar, Roslyn
Subject: RE: QP Requests - January 28, 2014

Categories: BCIHC incident

This is the full QPN???

From: MacVicar, Roslyn
Sent: January 28, 2014 11:07 AM
To: Dyck, John; Bolton, Bernée
Subject: FW: QP Requests - January 28, 2014

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Blanchard, NathalieX
Sent: January 28, 2014 11:04 AM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014

Ros

Further to your conversation with Martin – I will send you the chrono -

---

Subject: QP Requests - January 28, 2014
Importance: High

Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

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CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

For ease of reference, the QPN template is attached. Please ensure to read it carefully.

Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 28, 2014 02:12 PM
To: Dyck, John; MacVicar, Roslyn
Subject: Re: QP Requests - January 28, 2014

Categories: BCIHC incident

Yes on call. With media who have lots of detailed info.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Dyck, John
Sent: Tuesday, January 28, 2014 02:08 PM Eastern Standard Time
To: MacVicar, Roslyn; Bolton, Bernée
Subject: RE: QP Requests - January 28, 2014

Thanks Roz. Bernee please give me a call – some developments we need to discuss ASAP

From: MacVicar, Roslyn
Sent: January 28, 2014 11:07 AM
To: Dyck, John; Bolton, Bernée
Subject: FW: QP Requests - January 28, 2014

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Blanchard, NathalieX
Sent: January 28, 2014 11:04 AM
To: MacVicar, Roslyn
Cc: Boldt, Perry
Subject: FW: QP Requests - January 28, 2014

Ros

Further to your conversation with Martin – I will send you the chrono -

Subject: QP Requests - January 28, 2014
Importance: High

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Good morning

** **Reminder:** If you determine that a QPN was tasked to the wrong organization, please advise Parliamentary Affairs immediately**.

Following today's Tactics meeting, there are 2 **QPNs** requested for today.

NCSB: QPN on the protection of privacy rights as it relates to cyber-surveillance, which was in the Ontario Privacy Commissioner`s Interim Report tabled yesterday (Please see attached article for reference).

CBSA: QPN on the case of the in-custody death of a woman while in a CBSA short-term detention facility in BC in December 2013 (note should include chronology in backgrounder as well as information on how the CBSA cooperates with the RCMP/local police force of jurisdiction and the Coroner`s Office in such instances). Please call for additional information.

******FIRM DEADLINE – 9:30 BILINGUAL******

Please send all QP Notes to Natalie Leclair and myself.

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Thank you

Julie McAteer
Senior Advisor, Parliamentary Affairs / Conseillère principale, affaires parlementaires
Public Safety Canada / Sécurité publique Canada
Tel/Tél: (613) 949-9737
Fax:(613) 948-8870
Email/Courriel: julie.mcateer@ps-sp.gc.ca

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Franklin, Paulette

From: MacKillop, Ken
Sent: January 31, 2014 12:34 PM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Categories: BCIHC

Acknowledged.

It a matter of what we 'release'.

Standing by. Tks.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Dyck, John
Sent: January 31, 2014 12:32 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Well its out there in the public domain but at this point I don't think it either adds or detracts…

Roslyn is on a video conference currently and wont have an opportunity to review for a while yet so stand by.

From: MacKillop, Ken
Sent: January 31, 2014 9:30 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Thanks John,

We have never acknowledged the individual or her nationality and as such, I had it as the "appropriate consulate" – how about we just remove the word Mexican?

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Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident or in any way attempted to conceal relevant information are also false. CBSA alerted first responders and the RCMP immediately as well as provided notification to other relevant organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

Until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada

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Franklin, Paulette

From: Dyck, John
Sent: January 31, 2014 12:24 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Categories: BCIHC

Couple of suggestions in the text…

Also; do we want to mention that working closely with the Mexican Consulate and our consul in Mexico we facilitated the travel and assisted the family?

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

“There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to cooperate fully and provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim’s family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

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Franklin, Paulette

From: Dyck, John
Sent: January 31, 2014 12:12 PM
To: MacKillop, Ken; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Categories: BCIHC

I've just consulted and there are some factual inaccuracies with the added para... I'll revise and distribute

---

From: MacKillop, Ken
Sent: January 31, 2014 9:07 AM
To: MacVicar, Roslyn; Dyck, John
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media Relations
Subject: RE: Revised Statement - BCIHC

Roz, I just spoke with John on this and have amended it slightly – for consideration.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

Allegations that the CBSA did not report this incident are also false as we did so immediately to both the RCMP and the CB Coroner's service as well as provided notification to the Red Cross, UNHCR, and the appropriate consulate as per our standard procedures when a serious incident in detention occurs. The CBSA also openly acknowledged the incident in our response to media in early January.

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Franklin, Paulette

From: Dyck, John
Sent: January 31, 2014 02:36 PM
To: Bolton, Bernée; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Subject: RE: Revised Statement - BCIHC

Categories: BCIHC

Ken at HQ Comms is asking for this updated version…

From: Bolton, Bernée
Sent: January 31, 2014 11:27 AM
To: Boldt, Perry; Dyck, John; MacVicar, Roslyn; Scoville, Kim
Subject: FW: Revised Statement - BCIHC

Communications recommendations

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the victim's family at this difficult time.

As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Franklin, Paulette

From: Scoville, Kim
Sent: January 31, 2014 11:03 AM
To: MacVicar, Roslyn
Subject: RE: Statement - BCIHC

Categories: BCIHC

I did. It is a link back to our web site...

From: MacVicar, Roslyn
Sent: January 31, 2014 8:03 AM
To: Scoville, Kim
Subject: Re: Statement - BCIHC

Please review the fact sheets...can't read...who produced those? Programs?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Friday, January 31, 2014 10:55 AM Eastern Standard Time
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Subject: RE: Statement - BCIHC

I like it.

From: MacVicar, Roslyn
Sent: January 31, 2014 7:53 AM
To: Scoville, Kim; Dyck, John; Boldt, Perry
Subject: Fw: Statement - BCIHC
Importance: High

Comments?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 10:39 AM Eastern Standard Time
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC

Hi Roz,

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

"There have been allegations and speculations in recent media reports regarding the incident in the CBSA immigration holding centre.

While I am not in a position to publicly comment on details of the incident, I can tell you that the CBSA has cooperated fully and with transparency with the RCMP who have closed their investigation. We also continue to provide information to the B.C. Coroners Service in support of their ongoing investigation.

The CBSA has never requested a confidentiality agreement from the victim's family, or anyone else in this case.

The CBSA has national detention standards, which are consistent with international standards, for its immigration holding centres. Our facilities are regularly monitored by independent organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations regarding lack of legal access are completely unfounded. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

As with any serious incident, the CBSA is also reviewing our procedures. The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life."

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

Tks

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Jarrette, Amy
Sent: January 31, 2014 10:34 AM

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Franklin, Paulette

From: Dyck, John
Sent: January 31, 2014 02:47 PM
To: MacVicar, Roslyn; Bolton, Bernée; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

Categories: BCIHC

... subject to confirmation re: the issue that Bernee and I are discussing and pending some additional info. From RDGO

From: MacVicar, Roslyn
Sent: January 31, 2014 11:43 AM
To: Bolton, Bernée; Dyck, John; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

I am approving

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

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Franklin, Paulette

From: Scoville, Kim
Sent: January 31, 2014 02:47 PM
To: MacVicar, Roslyn; Bolton, Bernée; Dyck, John; Boldt, Perry
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

Categories: BCIHC

Hold on….. I would add:

At the the end./…

The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours.

From: MacVicar, Roslyn
Sent: January 31, 2014 11:43 AM
To: Bolton, Bernée; Dyck, John; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

I am approving

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

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Franklin, Paulette

From: Weber, Caroline
Sent: January 28, 2014 08:01 PM
To: MacKillop, Ken; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; Khouryati, Joanne; Jarvis, Tracy; CBSA-ASFC-Media Relations
Subject: Re: Update: BCIHC

Categories: BCIHC incident

Thank you.
Caroline Weber
Vice President, Corporate Affairs/
Vice-Presidente, Services integres
CBSA/ASFC
(T) 613-960-6596 (F) 613-960-6599

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Tuesday, January 28, 2014 05:38 PM Eastern Standard Time
To: Weber, Caroline; Bolduc, Martin; Jarrette, Amy; Blanchard, NathalieX
Cc: Vinette, Denis R.; MacVicar, Roslyn; Fiddy, Greg; Tremblay-Weir, Guylaine; Graham, Maja; Bailey, Esme; Khouryati, Joanne; Jarvis, Tracy; CBSA-ASFC-Media Relations
Subject: RE: Update: BCIHC

Good afternoon,

MO has asked us to provide our response on an individual basis to reporters vice posting a statement. Thus far, it has been provided to the following media:

- Globe and Mail -
- 24 Hours –
- Vancouver Sun
- CBC –
- The Province –
- Global News-

Response:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 31, 2014 06:05 PM
To: MacVicar, Roslyn; Dyck, John
Subject: RE: Urgent: CBSA statement BC IHC

Categories: BCIHC

We sincerely appreciate the support Roz.
Bb

From: MacVicar, Roslyn
Sent: January 31, 2014 3:04 PM
To: Dyck, John; Bolton, Bernée
Subject: FW: Urgent: CBSA statement BC IHC

Sorry forgot to cc. roz

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: MacVicar, Roslyn
Sent: January 31, 2014 3:03 PM
To: MacKillop, Ken; Bolduc, Martin; Xavier, Caroline
Cc: Scoville, Kim; Boldt, Perry
Subject: Urgent: CBSA statement BC IHC

Ken: I do not understand this change in direction. I strongly believe that the Agency needs to go out with a statement before the Vigil/Protest of this evening in Vancouver. We continue to receive local/national media calls on this issue. This statement has strong support at all levels in this organization. roz

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 2:39 PM

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Franklin, Paulette

From: Dyck, John
Sent: January 28, 2014 04:07 PM
To: Jarrette, Amy
Cc: MacVicar, Roslyn
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Categories: BCIHC incident

OK; thanks

From: Jarrette, Amy
Sent: January 28, 2014 1:07 PM
To: Dyck, John
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Appears to be off the table.

From: Dyck, John
Sent: January 28, 2014 3:51 PM
To: Jarrette, Amy
Subject: Re: URGENT: For Approval - Responses - BC Coroner Case

What is the status of the proposed HQ on camera?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Jarrette, Amy
Sent: Tuesday, January 28, 2014 12:38 PM
To: Bolton, Bernée
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha; Graham, Maja; Bailey, Esme; MacKillop, Ken
Subject: RE: URGENT: For Approval - Responses - BC Coroner Case

Just waiting for MO approval – as soon as statement has been approved, we will send it to you for distribution to the reporters below. Maja will also be sending the statement to Global National as she has been in touch with them.
We will also advise when it is live on the web so that you can send the link.

From: Bolton, Bernée
Sent: January 28, 2014 3:02 PM
To: MacKillop, Ken; Jarrette, Amy
Cc: Dyck, John; Boldt, Perry; Carnadin, Amitha
Subject: URGENT: For Approval - Responses - BC Coroner Case
Importance: High

I understand you will have a statement soon. Here are 2 pending media calls.

REACTIVE

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Franklin, Paulette

From: Bolton, Bernée
Sent: January 27, 2014 08:29 PM
To: Gray, Yvette-Monique; MacVicar, Roslyn; Scoville, Kim; Dyck, John; Boldt, Perry
Subject: The client story

Categories: BCIHC incident

Out on tweeter. We are using previously approved lines.

See tweet;

Breaking The BC Coroners Service says a 42 year old woman dies dec 29 in hospital after being held by cbsa at TVR on Dec 20. The coroner is conducting a thorough review.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Franklin, Paulette

From: MacVicar, Roslyn
Sent: January 30, 2014 09:43 AM
To: Boldt, Perry; Linde, John
Subject: Fw: Liste de BF 30 janvier 2014 / BF list January 30, 2014

Categories: BCIHC incident

Hi. I need to discuss the BN on the Coroner to set direction/clarify. Roz

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Cabana, Philippe
Sent: Thursday, January 30, 2014 08:59 AM Eastern Standard Time
To: LeFrank, Andrew; Chiquette, Benoît; Bergeron, Jean-Paul; Vragovic, Goran; Comerford, Richard; Scoville, Kim; Geoghegan, Tony; Leckey, Geoff; Reza, Arianne; Rumig, Brian; Delgaty, Lauren; Christiansen, Calvin; MacVicar, Roslyn; Vinette, Denis R.; Sheridan, Norm
Cc: Girouard, Sylvie; Pétrin, Nancy; Brand, Lynette; Mimikopoulos, Christina; Crosbie, Dale; Anderson, Lyndsay; Kraljevic, Branka; Sidhu, Sonia; Ste-Croix, Annie; Larade, Anna; Blanchard, NathalieX; Leduc, Cynthia (CBSA); Patrice, France; Collee, Mona; Staples, Laura; Racine-Richardson, Alexandra; Medalla, Rocio; Najm-Abboud, Nadia; Rice, Kimberly; Simons, Catherine; Cronin, Steve; Boldt, Perry; Sommerville, Julie; Boutilier, Kimberley; Proulx, Annick; Jack, Amanda; Umar-Khitab, Naaman; MacLennan, Isabelle; Moodie, Michelle; Crossley, Caitlin; Bettencourt, Lucia; Pelletier, Genevieve; Laforge, Melissa; Pélissier, Émilie; Rancourt, Heather; Lavallée, Nathalie [CBSA]; Marinho, Andreia; Clare, Kelsey; Sutherland, Rebecca; Saindon, Hubert; Cabana, Philippe
Subject: Liste de BF 30 janvier 2014 / BF list January 30, 2014

Good morning / Bon matin,

****Please note that the updates to the list are current as of 4pm yesterday. Any responses received after 4pm (our time) will be r**

****Veuillez noter que la mise à jour de la liste est courante en date d'hier à 16hr. Les réponses soumises après 16hr (notre heure) seront reflétées su**

OVERDUE ITEMS EN RETARD						
Due to VPO	Lead	# log	TYPE	Deliverable (Type of product/Subject)	Action Required	Tasking Detail
Du au BVP	*Responsable*			*Résultat attendu (type de produit / sujet)*	*Action requise*	*Détail des tâches*
January 21	**Border OPS**		Vice-President's Office Request	National Inventory - Signage and derived products	Please follow-up with all regions and reply to Sylvain Cyr with a complete report , cc VPO	email from Nat 13/JAN/2014 @
January 23	**Border OPS**		PO Request	Border wait times	please provide Port Profiles for top 20 biggest POEs and a memo to the President for VP signature	email from Nat 13/JAN/2014 @
January 27	**Border OPS**		Vice-President's Office Request	CBSA National Training Plan 2014-2015 for Branches	please coordinate for OPS Branch and provide briefing to VP	email form Nat 15/JAN/2014 @
January 28	**EIOD**		PO Request	Interim Measures - Process improvements	Please prepare a BN to the President	email from Nat 17/DEC/2013 (
January 29	**IR**		Vice-President's Office Request	Mid-year review meeting	please prepare a two high level pager (year to date) regarding your directorate achievement (priorities, ect)	email from Nat @ 11:53

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January 29	**Border OPS**		PO Request	Northern Vancouver Island Service Strategy BN to the Minister	please provide updated BN for the Minister (EN & FR); should also include the draft communications strategy	email from Nat 27/JAN/2014 @
PENDING						
UPCOMING						
January 30 (10:00)	**Border OPS EIOD**		Vice-President's Office Request	Three Evaluation Reports	please review the evaluation reports and provide comments (including NIL)	email from Nat 29/JAN/2014 @
January 30 (noon)	**EIOD**		Vice-President's Office Request	Mexico letter	please review letter and provide comments (including NIL)	email from Nat 29/JAN/2014 @
January 30 (14:00)	**Atlantic NOR SOR Prairie Pacific Border OPS EIOD IR**		Vice-President's Office Request	Events approved in Q3	please review clarification and provide updated input	email from Nat @ 12:58
January 30	**EIOD**	**17549**	Vice-President's Office Request	BN (next steps)	please update BN as requested by VP (to include a letter from President to DM DFATD seeking assistance)	email from Nat 13/JAN/2014 @
January 30	**Atlantic GTAR Pacific**		PO Request	list of Top 10 External Stakeholders	Please provide the following (as requested by PO) : to add the names of various Chief of Police who has interaction with CBSA for each region / veuillez nous faire parvenir une liste avec les noms des différents chefs de police qui ont des interactions avec l'Agence	email from Nat @ 18:12
January 31	**EIOD**	**17682**	PO Request	- the UIN request to stay his removal-	please incorporate the responses to the President's questions into the BN for the Minister	email from Nat 27/JAN/2014 @
January 31	**Border OPS**		MO request	enquiry - courier some photography equipment	please provide recommendation	email from Nat 29/JAN/2014 @
31 janvier	**Québec**		demande du bureau du vice-président	Dossier de saisie de courier -	Veuillez répondre directement (minimum gestionnaire) et faire parvenir une copie de votre réponse au bureau du VP	courriel de Nat 09/JAN/2014 à
January 31	**EIOD**		Vice-President's Office Request		please provide a status update for VP & AVP (re: 2. Lessons learnt from the De Jaray case going forward)	email from Nat 29/JAN/2014 @
January 31	**NOR**		Vice-President's Office Request	mid/end year visit	please provide a high level 2 pager for the region	email from Hea 15/JAN/2014 @
January 31	**IR**		Vice-President's Office Request	Diversity Day / Journée de la diversité	Please identify one representative (per Directorate); reply directly and cc VPO	email from Nat @ 12:57

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January 31	**Atlantic Québec NOR GTAR SOR Prairie Pacific**		Vice-President's Office Request	Agency Performance Summary Q2 - Capturing Examination Results / Sommaire du rendement de l'agence du T2 - consigner le résultat des contrôles	please provide action plan to Border Operations / veuillez faire parvenir votre plan d'action à la Direction des opérations frontalières	email from Mai 27/JAN/2014 @
February 3	**SOR**		PO Request	meeting between Mr. Portelance and Feb. 10, 2014)	please provide a BN for the President and a list of proposed officials who will be in attendance with the President at this meeting.	email from Nat 08/JAN/2014 @
February 3	**QUEBEC**	**17800**	VPO request CFN 13152	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr dec @ 4:26
February 3 (15:00)	**Pacific**		Vice-President's Office Request	Coroner release	plesae provide a BN for the President (for VP signature)	email from Nat 30/JAN/2014 @
February 3	**EIOD**		Vice-President's Office Request	Activation of an "Intel On Call" list for weekends at HQ (pilot)	please provide assessment	email from Nat 27/SEP/2013 @
February 3	**NBOC**		Vice-President's Office Request	Conference board of Canada – membership	please confirm who should approve the membership (VP Comptrollership or Martin). Please prepare a BN accordingly	email from Nat 23/JAN/2014 @
February 4 (noon)	**Border OPS EIOD**		Vice-President's Office Request	New Q-202 - removal orders	please provide bilingual response in both official languages (and statement of completeness)	email from Nac 28/JAN/2014 @
February 5	**Border OPS**		Vice-President's Office Request	Mid-year review meeting	please prepare a two high level pager (year to date) regarding your directorate achievement (priorities, ect)	email from Nat @ 11:53
February 5	**QUEBEC**	**17794**	VPO request CFN 13141	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr dec @ 4:10
February 5	**PACIFIC**	**17797**	VPO request CFN 13144	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr dec @ 4:12
February 5	**GTA**	**17808**	VPO request CFN 13157	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr 30 dec @ 4:22
5 février	**Québec**	**17810**	VPO request CFN 13159	plainte de	s.v.p. répondre directement c.c. bureau du VP et unité des plaintes (avec CIF)	courriel d'Anni 10/jan/2013 à (
February 5	**QUEBEC**	**17811**	VPO request CFN 13160	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr dec @ 4:30
February 6	**Prairie**	**17837**	VPO request CFN 13188	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr 3 jan @ 4:20
February 6	**Border OPS**		Vice-President's Office Request	Determination of Bilingual Capacity at Ports of Entry	please provide the list of POE and result	email from Nat 04/DEC/2013 (
February 7 (am)	**EIOD**		Vice-President's Office Request	Mid-year review meeting	please prepare a two high level pager (year to date) regarding your directorate achievement (priorities, ect)	email from Nat @ 11:53
February 7	**NOR**		AVPO request	Caroline's visit to NOR	please provide info for Caroline as a heads up to prepare her for the visit (re: questions staff will have etc)	email from Hea 24/JAN/2014 @
February 7	**PACIFIC**	**17850**	VPO request CFN 13196	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr jan @ 3:01
February 7	**PACIFIC**	**17847**	VPO request CFN 13193	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr jan @ 3:05
February 7	**QUEBEC**	**17838**	VPO request CFN 13184	complaint from	Please reply directly cc. VPO and Complaints unit (with CIF)	email from Anr jan @ 4:22

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Merci, bonne journée / Thank you, have a great day ☺

Philippe Cabana
Administrative Assistant | Adjoint administratif
Office of the Vice-President | Bureau du Vice-président
Operations Branch | Direction générale des opérations
Canada Border Services Agency | Agence des services frontaliers du Canada
Ottawa, ON K1A 0L8
philippe.cabana@cbsa-asfc.gc.ca
Telephone | Téléphone (613) 952-8371
Facsimile | Télécopieur (613) 948-7130
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: MacVicar, Roslyn
Sent: January 29, 2014 04:33 PM
To: Scoville, Kim
Subject: Re: For Urgent Approval: Global News Media Query on YVR Case

Categories: BCIHC

Look at #3

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Wednesday, January 29, 2014 04:31 PM Eastern Standard Time
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1. For the privacy and security of those persons who may be in detention….we do not permit filming in this area.

Who is IE Ops?

From: Bolton, Bernée
Sent: January 29, 2014 1:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,
Amitha

REACTIVE

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Franklin, Paulette

From: MacVicar, Roslyn
Sent: January 31, 2014 02:47 PM
To: Dyck, John; Bolton, Bernée; Boldt, Perry; Scoville, Kim
Subject: RE: Revised Statement - BCIHC

Categories: BCIHC

HOLD....three additional comments coming....

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Dyck, John
Sent: January 31, 2014 11:36 AM
To: Bolton, Bernée; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Subject: RE: Revised Statement - BCIHC

Ken at HQ Comms is asking for this updated version...

From: Bolton, Bernée
Sent: January 31, 2014 11:27 AM
To: Boldt, Perry; Dyck, John; MacVicar, Roslyn; Scoville, Kim
Subject: FW: Revised Statement - BCIHC

Communications recommendations

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red…

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the victim's family at this difficult time.

RELEASED UNDER THE ACCESS TO INFORMATION ACT
DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Franklin, Paulette

From: MacVicar, Roslyn
Sent: January 31, 2014 11:03 AM
To: Scoville, Kim
Subject: Re: Statement - BCIHC

Categories: BCIHC

Please review the fact sheets...can't read...who produced those? Programs?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Scoville, Kim
Sent: Friday, January 31, 2014 10:55 AM Eastern Standard Time
To: MacVicar, Roslyn; Dyck, John; Boldt, Perry
Subject: RE: Statement - BCIHC

I like it.

From: MacVicar, Roslyn
Sent: January 31, 2014 7:53 AM
To: Scoville, Kim; Dyck, John; Boldt, Perry
Subject: Fw: Statement - BCIHC
Importance: High

Comments?

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: MacKillop, Ken
Sent: Friday, January 31, 2014 10:39 AM Eastern Standard Time
To: MacVicar, Roslyn
Cc: Dyck, John; Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine
Subject: FW: Statement - BCIHC

Hi Roz,

As per my PIN, Pres and EVP would like us to issue a statement out in BC today from your office. Please take a look at the draft and advise if you think any changes are needed. Once You approve. I will expedite through approvals here and up to MO. Tks.

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

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Franklin, Paulette

From: Boldt, Perry
Sent: January 31, 2014 01:29 PM
To: Bolduc, Martin
Cc: Blanchard, NathalieX; Sidhu, Sonia
Subject: FW: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez
Attachments: Scanned from a Xerox multifunction device.pdf

Hi Martin,

Further to Roslyn's PIN, please see attached.

Cheers,

Perry

From: Consulmex Vancouver [mailto:convancouver@sre.gob.mx]
Sent: January 30, 2014 6:42 PM
To: Clarke, Laura
Cc: Paul, Lucky; Franco Hijuelos, Claudia; Torres Córdova, Mauricio; Arroyo Rincon, Monica Isela
Subject: VAN0167/2014 - Letter from Consulate General of Mexico - Lucia Vega Jimenez

Yvette-Monique GRAY
Director
Pacific Region Enforcement and Intelligence Division
Canada Border Services Agency

Dear Ms. Gray,

Enclosed please find a note from the Consulate General of Mexico, concerning the Mexican national Lucia Vega Jimenez.

I would appreciate it very much if you could provide the information requested at your earliest convenience.

Best regards,

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

CLAUDIA FRANCO HIJUELOS
CONSUL GENERAL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
604 684 1859 Ext: 3000
cfranco@sre.gob.mx

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Franklin, Paulette

From: Boldt, Perry
Sent: January 24, 2014 12:29 PM
To: Scoville, Kim
Cc: Sidhu, Sonia; Rice, Kimberly
Subject: FW: Latest and Final IFS version
Attachments: Issue Fact Sheet - Vega Jimenez Jan 13.doc

This is the last one I have seen, but I know that Catherine was making some additional minor revisions per a comment from Yvette.

From: Black, Catherine
Sent: January 22, 2014 9:10 AM
To: Gray, Yvette-Monique; Boldt, Perry
Cc: Linde, John; Dyck, John
Subject: Latest and Final IFS version

For everyone's records, please find attached the final version of the Issue Fact Sheet for Ms. Vega Jimenez.

Thank you,

Catherine Black
Manager | Gestionnaire
Program Services Division
Canada Border Services Agency | Agence des services frontaliers du Canada
Vancouver, B.C. | Vancouver, C.B. V6B 5R4
Catherine.Black@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-0817 / Facsimile | Télécopieur 604-666-2826

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Franklin, Paulette

From: Boldt, Perry
Sent: January 29, 2014 08:15 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Sidhu, Sonia
Subject: FW: Vigill and petition

FYI. 140 people have indicated via Facebook that they are attending the event. Note that event is scheduled to take place at 5:30 pm on a Friday. Library square tower will be fairly empty.

From: Clarke, DougC
Sent: January 29, 2014 4:57 PM
To: Bolton, Bernée
Cc: Lane, Christian
Subject: RE: Vigill and petition

Thanks Bernee, we will also be engaging Security and developing an operational plan.

From: Bolton, Bernée
Sent: January 29, 2014 4:19 PM
To: Dyck, John; Boldt, Perry; Clarke, Laura; Clarke, DougC
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Vigill and petition

140 people have indicated they are attending the event via Facebook; 774 folks have signed the petition.

Bernée

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Franklin, Paulette

From: Deans, James
Sent: January 16, 2014 04:07 PM
To: Sidhu, Sonia; Anaka, Jennifer
Cc: Rice, Kimberly
Subject: RE: Request for information

Hi Sonia,

They can be forwarded to Jennifer Anaka electronically. I believe the requestors have asked for them electronically and we will print them if necessary.

Thanks for your assistance with this matter,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

From: Sidhu, Sonia
Sent: January 16, 2014 1:04 PM
To: Anaka, Jennifer; Deans, James
Cc: Rice, Kimberly
Subject: FW: Request for information

Hello,

Any preferences of how you would like to receive the material (i.e. electronically or printed)?

Thanks,
Sonia

From: Deans, James
Sent: January 13, 2014 3:34 PM
To: MacVicar, Roslyn; Boldt, Perry; Scoville, Kim; Sidhu, Sonia; Hellsten, Sari; Sidhu, Karen; Dyck, John; Sin, Jenny
Cc: Gray, Yvette-Monique; Li, Yvonne; Anaka, Jennifer
Subject: Request for information
Importance: High

As you know, on December 20, 2013, there was an incident at the BC Immigration Holding Centre in which the individual subsequently died in hospital.

As is standard procedure when there is an “in custody” death, the BC Coroner's Office has opened an investigation and the RCMP are also conducting a concurrent investigation into the details surrounding the incident. We are collecting information in order to comply with the Coroner’s seizure orders and information requests from the RCMP. These

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requests for information include communication from and between EID, VIA, CPSD and the RDGO for the month of December relating to this situation.

Please provide all email correspondence and notes you sent or received regarding detainee VEGA JIMINEZ, Lucia from 1 DEC 2013 through to 31 DEC 2013 inclusive. To minimize duplication in regards to email correspondence, we ask that you forward only email that does not already include EID Director Yvette-Monique Gray in any address field (To, From, Cc or Bcc).

This information will form a disclosure package to be vetted by CBSA's Legal Services Unit (LSU), Regional Senior Management, and NHQ prior to any release. This information must be provided to Jennifer Anaka and James Deans on or before end of business January 17, 2014.

Thank you again for your support to EID during and after the incident, and for your cooperation with the Agency's response to investigative agencies in this matter.

Regards,

James Deans
Manager, Regional Programs | Gestionnaire des programmes régionaux
Divisional Services Unit | Services divisionnaires unité
Enforcement and Intelligence Division | Division de l'exécution de la loi et du renseignement
Pacific Region | Région du pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
700 - 300 West Georgia Street, Vancouver, BC V6B 6C8 | 700-300 rue Georgia ouest, Vancouver, C-B V6B 6C8
James.Deans@cbsa-asfc.gc.ca
Tel | Tél: 604-666-5731 / Fax | Télécopieur: 604-775-5484 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

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Franklin, Paulette

From: Sidhu, Sonia
Sent: January 30, 2014 02:07 PM
To: Linde, John; McCusker, Isabel
Cc: Boldt, Perry
Subject: Coroner Release BN -Notes.doc
Attachments: Coroner Release BN -Notes.doc

Please find attached Roslyn's note.

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BN - CORONER RELEASE

Email with Tasking:



Fw Coroner.msg

1. Brief Background

- De-brief with EID management team (Recap what happened/incident)

2. Status of Investigation

- Working with Pacific Region and NHQ
- RCMP investigation completed and concluded that no criminal offence occurred; CBSA notified on Jan 28th ; (Info Released)
- Issued an Order/Seizure Warrant for Information (3 Phase Release)

  3 Phase Release
  Phase 1 - Footage
  Phase 2 – Policies
  Phase 3 – Other Misc.
- ATIP request for information - submitted by the media
  i. Martin's support needed to ensure that Caroline Webber is aware of the risk to the Agency and ensure that the information being released is vetted thoroughly.
- Key point of contact – Yvette-Monique Gray

3. Strategic Action Plan for the Pacific Region

A) EID De-Brief

B) Due Diligence Review

- Manager from Investigation Section completed independent review
- Risks and gaps/vulnerabilities – including manager oversight & facilities/infrastructure

C) Working Committee

- Pacific Region supported by CPSD
- Managers from various Holding Centres
- Border Operations Directorate
- Programs Branch

D)

4. Next Steps

- Agency – AIR – What do you want?
- Communications
- Inquest – possibly next June/July

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From: Sidhu, Sonia
To: Linde, John; Clarke, Laura; Dyck, John
Cc: Boldt, Perry
Subject: APPROVED BN Medical Incident at the BC
Date: January 31, 2014 01:44:43 PM
Attachments: BN_Medical Incident at the BC Immigration Holding Centre (2).pdf
Importance: Low

For your records.

From: Proulx, Annick
Sent: January 31, 2014 1:43 PM
To: Boldt, Perry; Rice, Kimberly; Zeleznik, Brett; Sidhu, Sonia
Cc: Cabana, Philippe; Patrice, France; Proulx, Annick; Marinho, Andreia; Rancourt, Heather
Subject: BN Medical Incident at the BC

Bonjour,

Please find attached BN signed by Martin Bolduc.

Have a good week-end!

Annick Proulx
Étudiante | Student
Bureau du Vice-Président | Vice-President's office
Direction générale des Opérations | Operations Branch
Agence des services frontaliers du Canada | Canada Border Services Agency
Gouvernement du Canada | Government of Canada
191, Laurier Ave West, Ottawa (ON) K1A 0L8 – Office 18037
Tél. : (613) 952-2605
annick.proulx@cbsa.asfc.gc.ca

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From: Sidhu, Sonia
To: Blanchard, NathalieX
Cc: MacVicar, Roslyn; Scoville, Kim; Boldt, Perry; Marinho, Andreia; Rancourt, Heather
Subject: BN - BC Incident
Date: January 31, 2014 12:29:38 PM
Attachments: Briefing Note to the President - Vega Jiminez Coroner Release (final).doc

---

Please find attached the requested BN, with the routing slip to follow.

Sonia Sidhu
Executive Assistant (ED) | Adjointe éxécutive (DE)
Pacific Region | Région du Pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
☎ 604.666.0450 | 604.666.2826
607-333 Dunsmuir St, Vancouver | ✉ Sonia.Sidhu@cbsa-asfc.gc.ca

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From: Sidhu, Sonia
To: Linde, John; Clarke, Laura; Dyck, John
Cc: Boldt, Perry
Subject: FW: BN - BC Incident
Date: January 31, 2014 12:30:26 PM
Attachments: Briefing Note to the President - Vega Jiminez Coroner Release (final).doc

---

Keep your fingers crossed.

From: Sidhu, Sonia
Sent: January 31, 2014 12:30 PM
To: Blanchard, NathalieX
Cc: MacVicar, Roslyn; Scoville, Kim; Boldt, Perry; Marinho, Andreia; Rancourt, Heather
Subject: BN - BC Incident

Please find attached the requested BN, with the routing slip to follow.

Sonia Sidhu
Executive Assistant (ED) | Adjointe éxécutive (DE)
Pacific Region | Région du Pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
☎ 604.666.0450 | 604.666.2826
607-333 Dunsmuir St, Vancouver | ✉ Sonia.Sidhu@cbsa-asfc.gc.ca

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Franklin, Paulette

From: Sidhu, Sonia
Sent: January 30, 2014 11:43 AM
To: Linde, John; Boldt, Perry
Cc: Clarke, Laura; Lee, ChristineS
Subject: Re: Coroner

I believe Jennifer and Dean maybe able to assist with that.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Linde, John
Sent: Thursday, January 30, 2014 08:30 AM
To: Boldt, Perry
Cc: Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: RE: Coroner

Hi Perry, Laura

Do you know who developed the approach as represented in the attachment?

Thanks

John

From: Boldt, Perry
Sent: January 30, 2014 8:12 AM
To: Linde, John; Clarke, Laura; Sidhu, Sonia; Lee, ChristineS
Subject: Fw: Coroner

VPO requires a BN to the president outlining our info release approach and our rationale. BF Monday at 9am.

Thanks

P.

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.

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Franklin, Paulette

From: Sidhu, Sonia
Sent: January 29, 2014 04:35 PM
To: Boldt, Perry
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

He is all over it

From: Boldt, Perry
Sent: January 29, 2014 1:31 PM
To: Sidhu, Sonia
Subject: Fw: For Urgent Approval: Global News Media Query on YVR Case

Can you make sure Kim saw this?

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 01:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,

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From: Sidhu, Sonia
To: Blanchard, NathalieX
Cc: Boldt, Perry; Marinho, Andreia; Rancourt, Heather
Subject: RE: BN - BC Incident
Date: January 31, 2014 12:49:39 PM
Attachments: RS-BN BCIHC.pdf
RS for President.doc

As promised.

From: Sidhu, Sonia
Sent: January 31, 2014 12:30 PM
To: Blanchard, NathalieX
Cc: MacVicar, Roslyn; Scoville, Kim; Boldt, Perry; Marinho, Andreia; Rancourt, Heather
Subject: BN - BC Incident

Please find attached the requested BN, with the routing slip to follow.

Sonia Sidhu
Executive Assistant (ED) | Adjointe éxécutive (DE)
Pacific Region | Région du Pacifique
Canada Border Services Agency | Agence des services frontaliers du Canada
☎ 604.666.0450 | 604.666.2826
607-333 Dunsmuir St, Vancouver | ✉ Sonia.Sidhu@cbsa-asfc.gc.ca

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Sidhu, Sonia

From: Sidhu, Sonia
Sent: January 15, 2014 09:32 AM
To: Scoville, Kim; Boldt, Perry
Subject: RE:

From: Scoville, Kim
Sent: January 15, 2014 9:26 AM
To: Boldt, Perry; Sidhu, Sonia
Subject: FW:

From: Umar-Khitab, Naaman
Sent: December 30, 2013 2:16 PM
To: Leroux, Marianne; St-Laurent, Andrea; Kramer, Susan
Cc: Scoville, Kim; MacVicar, Roslyn; Soper, Lesley L
Subject:

Bonjour Marianne, Susan et Andrea,

Thank you,
Naaman

Naaman Umar-Khitab
Strategic Advisor | Conseiller stratégique
Office of the Director General | Bureau du Directeur Général
Enforcement and Intelligence Operations Directorate | Direction des opérations relatives à l'exécution de la loi et au renseignement
Operations Branch | Direction générale des opérations
Canada Border Services Agency | 300 Slater St, 11th floor, Ottawa ON, K1A 0L8
Agence des services frontaliers du Canada | 300 rue Slater, 11e étage, Ottawa ON, K1A 0L8
Government of Canada | Gouvernement du Canada
Telephone | téléphone: (613) 957-5937
BlackBerry:

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Facsimile | Télécopieur : (613) 954-0701
Email | courriel: Naaman.Umar-Khitab@cbsa-asfc.gc.ca

-----Original Message-----
From: Bolduc, Martin
To: Vinette, Denis
To: Scoville, Kim
To: Xavier, Caroline
Cc: MacVicar, Roslyn
Cc: Séguin, Marie-France
Cc: Blanchard, NathalieX
Subject: Re:
Sent: Dec 30, 2013 11:22 AM

-----Message d'origine-----
De: Denis Vinette
À: Kim Scoville
À: Martin Bolduc
À: Caroline Xavier
Cc: Roslyn MacVicar
Cc: Séguin, Marie-France
Cc: NathalieX Blanchard
Objet: Re:
Envoyé: 30 déc. 2013 10:51

Roz, Kim

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-----Original Message-----
From: Scoville, Kim
To: Vinette, Denis
To: Bolduc, Martin
To: Xavier, Caroline
Cc: MacVicar, Roslyn
Subject:
Sent: Dec 29, 2013 10:25 PM

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Kim

Sent from my BlackBerry Wireless Handheld

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Sidhu, Sonia

From: Stark, Graham <Graham.Stark@justice.gc.ca>
Sent: January 17, 2014 04:15 PM
To: Séguin, Marie-France; Scoville, Kim
Cc: MacVicar, Roslyn
Subject: Re:

Have a great weekend!

Graham

From: Séguin, Marie-France [mailto:Marie-France.Seguin@cbsa-asfc.gc.ca]
Sent: Friday, January 17, 2014 12:48 PM
To: Scoville, Kim <Kim.Scoville@cbsa-asfc.gc.ca>; Stark, Graham
Cc: MacVicar, Roslyn <Roslyn.MacVicar@cbsa-asfc.gc.ca>
Subject: Re:

Marie-France Séguin
Manager and Senior Counsel / Gestionnaire et avocate-conseil
CBSA Legal Services / Services juridiques ASFC
613-946-2511

PROTECTED - Solicitor-Client Privilege / PROTÉGÉ - Secret professionnel de l'avocat

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

De : Scoville, Kim
Envoyé : Friday, January 17, 2014 12:39 PM Eastern Standard Time
À : Séguin, Marie-France; 'Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca)' <Graham.Stark@justice.gc.ca>
Cc : MacVicar, Roslyn
Objet : RE:

Solicitor-Client Privilege/Protected - Secret professionnel de l'avocat/Protégé

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From: Scoville, Kim
Sent: January 17, 2014 9:38 AM
To: Séguin, Marie-France; Stark, Graham <Graham.Stark@justice.gc.ca> (Graham.Stark@justice.gc.ca)
Cc: MacVicar, Roslyn
Subject: FW: CBSA - IN CUSTODY

From: Bart Blachford [mailto:bart.blachford@rcmp-grc.gc.ca]
Sent: January 17, 2014 9:30 AM
To: Scoville, Kim
Subject: Fwd: CBSA - IN CUSTODY

Kim,
latest update.

Bart

Bart Blachford, Insp.
RCMP Richmond City Detachment
Operations Officer
YVR - Vancouver International Airport
Management Services Officer
Richmond City Detachment

Richmond City Detachment
11411 No. 5 Rd.
Richmond, B.C. V7A 4E8
604 278-1212

>>> Joung Row 2014-01-17 09:28 >>>
UPDATE:

Joung

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Sidhu, Sonia

From: Lane, Christian
Sent: January 16, 2014 12:01 PM
To: Joyce, Niky; Bolton, Stephen; Valentine, Brad; Lane, Christian; Lewis, Randy; Grant, Jolene; Averill, Sean; Bhatti, Sajjad; Starnino, Louise
Cc: Gokey, Marie Elizabeth; Sarazin, Danielle; Gray, Yvette-Monique; Hoogstraten, Ken; Clarke, DougC
Subject: FW: EID BCIHC recommendations
Attachments: BCIHC Infrastructure Walkthrough January 10, 2014.doc

Greetings fellow working group members,

Please find attached a document prepared by our infrastructure manager which we would like to discuss at this afternoon's meeting.

Please let me know if you have any questions beforehand.

Regards,

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

-----Original Message-----
From: Valentine, Brad
Sent: January 15, 2014 11:06 PM
To: Averill, Sean; Hoogstraten, Ken; Lane, Christian
Subject: Fw: EID BCIHC recommendations

Guys - please have a look at the attached and please let me know of any discrepancies. One piece I am unsure of is the exact door hardware and I am missing a couple of photos that I did not take, but you guys might have.
Cheers and I hope this assists in prioritizing some action items for Infrastructure and Security to pursue.
Thanks.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Valentine, Brad
Sent: Tuesday, January 14, 2014 10:02 PM
To: Averill, Sean; Hoogstraten, Ken
Subject: EID BCIHC recommendations

Sean and Ken - these recommendations are based on observations from our walkthrough.

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Bolton, Bernée

From: Clarke, DougC
Sent: January 30, 2014 01:54 PM
To: Bolton, Bernée; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: RE: 911 YVR Case - Vancouver Sun follow up Q's

Looks good.

From: Bolton, Bernée
Sent: January 30, 2014 1:50 PM
To: Clarke, DougC; Lane, Christian
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: 911 YVR Case - Vancouver Sun follow up Q's

RDO made this one change pls confirm!!

From: Boldt, Perry
Sent: January 30, 2014 1:49 PM
To: Bolton, Bernée
Cc: Scoville, Kim; Sidhu, Sonia
Subject: RE: URGENT approval: YVR Case - Vancouver Sun follow up Q's

Spoke to Kim. Good to go from RDGO with this revision.

Access is routinely facilitated to any detainee represented by legal counsel.

From: Bolton, Bernée
Sent: January 30, 2014 1:17 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Sidhu, Sonia; Boldt, Perry
Subject: URGENT approval: YVR Case - Vancouver Sun follow up Q's
Importance: High

Roz and Kim,
This has been approved by Laura Clarke, Doug C Clarke, Christian Lane, John D.

Public Works was also contacted by another Vancouver Sun Reporter. They released public documents which contain detailed information about the Genesis contract. We are using same language in our response below R1.

My thanks
Bernée

Q1. What role does Genesis play at the YVR border services holding cells? Is there someone from CBSA on site at all times overseeing the Genesis people. What training do Genesis employees working at YVR have? How often are the guards at YVR required to check on detainees. Is there any requirement for CBSA to report deaths of detainees in custody to the public?

R1. I can confirm that the CBSA has contracted the services of Genesis Security Group to provide security guard and transportation services including but not limited to:

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- The care and control of persons detained under the *Immigration and Refugee Protection Act* at the B.C. Holding Centre at the Vancouver International Airport;
- The management and provision of the safe and secure transportation of detainees to and from the Holding Centre;
- The provision of escorting detainees in their departure from Canada; and,
- The performance of other security duties as required by the CBSA

The CBSA retains responsibility for all CBSA operations.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. Your e-mailed yesterday that CBSA provides detainees with access to legal counsel and visitors. Is this true at YVR and is it a matter of routine. Immigration lawyer Phil Rankin has publicly gone on the record that statement is not true and in 15 years of trying he has only been able to get into the YVR holding cells once to see a client. Are there phones that detainees can use in the YVR holding cells? How often? Are they allowed to call long distance for free?

R2. As stated, the Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

Individuals who are detained are afforded their rights, which includes the right to counsel. Access is facilitated to any detainee represented by legal counsel. Legal counsel may be admitted to speak with their clients in person. In person access is routinely permitted at the discretion of the Manager of Detention Operations who assess security and medical factors along with facility availability in making their decision. Access to speaking to legal counsel is never denied to detainees.

At the VIA detention facility telephones are available in the both the male and female common areas for use by detainees who wish to make local and collect long-distance calls to legal counsel, the Red Cross and/or family members. Detainees may also purchase calling cards for the purposes of making long distance calls. Telephone calls can be made between the hours of 6am and 11pm.

The health and safety of those in our care is of paramount concern.

For more information about detention, please consult the detentions fact sheet and Information for People Detained Under the Immigration and Refugee Protection Act.

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Bolton, Bernée

From: Clarke, DougC
Sent: January 30, 2014 01:44 PM
To: Bolton, Bernée; Lane, Christian
Subject: RE: Additonal info about contractors fromHQ

I like it as well.

Christian, is the highlighted area correct?

From: Bolton, Bernée
Sent: January 30, 2014 1:25 PM
To: Lane, Christian; Clarke, DougC
Subject: Additonal info about contractors fromHQ

Hi!
I am liking the highlighted portion too. Is this accurate for us?

Security guards contracted by the CBSA are required to perform a variety of functions related to the Immigration and Refugee Protection Act and Immigration and Refugee Protection Regulations, including:

- require or obtain from any foreign national or permanent resident who is arrested, detained, or subject to a removal order, any evidence, photographic, fingerprint, or otherwise, that may be used to establish their identity or their compliance with the Act;
- enforce a removal order;
- verify the departure from Canada at a port of entry;
- bring a permanent resident or a foreign national before the Immigration Division of the Immigration and Refugee Board, or to a place specified by it, for a detention review;
- receive an inmate at the end of the inmate's period of detention.

Contracted security guards and the contracting company are required to meet a variety of standards. All personnel must complete the government security screening process. They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement. As well, these individuals are bound by the CBSA Code of Ethics and Values, and the Values and Ethics Code for the Public Service as set out in the CBSA Code of Conduct.
Security guards must also complete training that includes cultural/diversity awareness (provided by the CBSA), crisis intervention, and fingerprinting.
If a security guard demonstrates persistent performance problems, serious misconduct, or fails to follow procedures, the CBSA will request the removal of the employee from work assignments on the CBSA's premises. Negligence by the personnel of the contracting agency can also lead to fines or the termination of the contracting agency's services.

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Bolton, Bernée

From: Clarke, DougC
Sent: January 28, 2014 04:07 PM
To: Bolton, Bernée
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: FW: URGENT Approval: 2 Media Queries on Private Security Firms

Hi Bernee, please see the highlighted areas below. The changes suggested provides more specifics around custody and the professional standards and training.

From: Lane, Christian
Sent: January 28, 2014 4:01 PM
To: Clarke, DougC
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

See my ammendment below.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 28, 2014 3:54 PM
To: Clarke, DougC; Gray, Yvette-Monique; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: URGENT Approval: 2 Media Queries on Private Security Firms
Importance: High

We re-packaged previously approved lines. Note the reporter is quite angry re: our responses so far. Deadline is now.

REACTIVE

2 media queries

Issue: YVR detainee case

First Query - Media: Vancouver Sun - @vancouversun.com @vancouversun.com, I

Deadline: 6pmPST

Questions:
When did CBSA arrest Ms Jimenez
-the circumstances of that arrest
-When was she transferred into the custody of Genesis Security?
-What is CBSA's policy regarding transfers?
-What is CBSA's practices regarding checking on detainees?

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-Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice?
-How often does CBSA do checks on inmates in cells?
-What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?
-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain
-What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security?
-How many other security firms does CBSA contract with and what are their names?

Second Query - Media: CBC, .@cbc.ca

Questions: The cells where first responders were called to help the woman in medical distress at YVR...were they monitored or is the security there done by CBSA or YVR or a private firm?

Response:

The CBSA does not discuss the details of contracts it has with other agencies.

In general, what we can tell you is that the CBSA Pacific Region uses contracted private security guards for the transportation and custody of persons detained under the *Immigration and Refugee Protection Act* (IRPA). Strict protocols, directives and procedures are in place to ensure that guards abide by the CBSA's policies and procedures. All contracted security guards must abide by CBSA standards of conduct and must meet the same training and professional standards required of CBSA officers as they relate to the custody and transport of detained individuals.

The CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

If pressed:
For security purposes we will not divulge further details about our operations.

If pressed on individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Clarke, DougC
Sent: January 28, 2014 02:30 PM
To: Bolton, Bernée; Clarke, Laura; Anaka, Jennifer
Subject: Genesis

In speaking to Ashley Meehan from Genesis a short time ago he indicated that media has showed up in their office lobby. If I hear anything further I will let you know.

Thanks,
Doug

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Bolton, Bernée

From: Clarke, DougC
Sent: January 8, 2014 09:23 AM
To: Gray, Yvette-Monique; Bolton, Bernée
Subject: FW: Coroner

FYI – media release timelines with the BC Coroner's office.

From: Brose, Colby
Sent: January 6, 2014 3:09 PM
To: Clarke, DougC; Morris, George; Lane, Christian
Subject: Coroner

Just fyi, I was checking the BC Coroner's Office website and I see that they do a media release when they announce that they will be conducting an inquest. For example, the media release below pertains to an in-custody death at Matsqui. The death was in March 2012, the media release in November 2013, and the inquest is scheduled for February 2014. Apparently at the time of the death, CSC did their own press release to announce the death. In another case (not in-custody), the death was in June 2013, the media release December 2013, and the inquest will be March/April 2014. That gives us an idea of timings.

http://www.pssg.gov.bc.ca/coroners/reports/docs/2013JAG-Cutherbertson.pdf

Colby Brose
Chief, Perimeter Team | Chef, Équipe de périmètre
Intelligence Section | Section du renseignement
Enforcement & Intelligence Division | Division de l'exécution de la loi et du renseignement
Canada Border Services Agency | Agence des services frontaliers du Canada
605 – 333 Dunsmuir Street | 333, rue Dunsmuir, bureau 605
Vancouver, BC V6B 5R4
Colby.Brose@cbsa-asfc.gc.ca
Telephone | Téléphone 604.666.1230 / Facsimile | Télécopieur 604.666.7118
Government of Canada | Gouvernement du Canada

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Bolton, Bernée

From: Lane, Christian
Sent: January 28, 2014 06:45 AM
To: Averill, Sean; Clarke, DougC; Gray, Yvette-Monique; Bolton, Bernée
Cc: Dyck, John
Subject: Re: Media coverage

Thanks Sean. The Province release a report last night and it seems the local radios stations are picking it up this morning.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

----- Original Message -----
From: Averill, Sean
Sent: Tuesday, January 28, 2014 09:41 AM Eastern Standard Time
To: Lane, Christian; Clarke, DougC; Gray, Yvette-Monique
Cc: Dyck, John
Subject: Media coverage

Just heard on NW 98, the media has reported on the event at bchic. No details given as to cause, but they are aware of coroner's inquest.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Bolton, Bernée

From: Lane, Christian
Sent: January 28, 2014 08:54 AM
To: Clarke, DougC; Bolton, Bernée
Subject: FW: December incident

FYI Genesis staff have been instructed to direct any media inquiries to Comms.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Hanke, Michael
Sent: January 28, 2014 8:53 AM
To: Hippensteel, Keri Lyn; Hehar, Kamaljit; Vu, Quyen; Sandhu, Jivan; Bua, Danica; Chiang, Alex
Cc: Lane, Christian; Ashley Meehan
Subject: December incident

Everyone

Further my discussion earlier this morning please add, if you or the guards are approached by the media or person(s) you are instructed to state no comment and inform them to direct all questions to CBSA media representative.

Thank you
Michael Hanke
Account Manager,
Genesis Security Group
IEC,IHC
IHC *(604).666.1783*
IHC FAX *(604).666.3574*
IEC *(604).666.4776*

Email: michael.hanke@cbsa-asfc.gc.ca

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Bolton, Bernée

From: Lane, Christian
Sent: January 28, 2014 04:42 PM
To: Bolton, Bernée; Clarke, DougC
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: Re: URGENT Approval: 2 Media Queries on Private Security Firms

Sure thing Bernee.

Christian Lane
Manager, Detention Operations
CBSA Inland Enforcement Section

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Tuesday, January 28, 2014 07:39 PM Eastern Standard Time
To: Clarke, DougC
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

Hi,
We are going to stick with approved lines for tonight and see where we are at tomorrow. Christian I will have more qs whenever you are avail,
bb

From: Clarke, DougC
Sent: January 28, 2014 4:07 PM
To: Bolton, Bernée
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: FW: URGENT Approval: 2 Media Queries on Private Security Firms

Hi Bernee, please see the highlighted areas below. The changes suggested provides more specifics around custody and the professional standards and training.

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Sent: January 28, 2014 4:01 PM
To: Clarke, DougC
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

See my ammendment below.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

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From: Bolton, Bernée
Sent: January 28, 2014 3:54 PM
To: Clarke, DougC; Gray, Yvette-Monique; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: URGENT Approval: 2 Media Queries on Private Security Firms
Importance: High

We re-packaged previously approved lines. Note the reporter is quite angry re: our responses so far. Deadline is now.

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Deadline: 6pmPST

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If pressed:
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Bolton, Bernée

From: Lane, Christian
Sent: January 30, 2014 01:55 PM
To: Clarke, DougC; Bolton, Bernée
Subject: RE: Additonal info about contractors fromHQ

I'm not sure about the following:

They must also sign and adhere to the Government of Canada's confidentiality and conflict of interest statement.

The rest looks good though.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular

From: Clarke, DougC
Sent: January 30, 2014 1:44 PM
To: Bolton, Bernée; Lane, Christian
Subject: RE: Additonal info about contractors fromHQ

I like it as well.

Christian, is the highlighted area correct?

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- enforce a removal order;
- verify the departure from Canada at a port of entry;
- bring a permanent resident or a foreign national before the Immigration Division of the Immigration and Refugee Board, or to a place specified by it, for a detention review;
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Bolton, Bernée

From: Lane, Christian
Sent: January 30, 2014 01:57 PM
To: Clarke, DougC; Bolton, Bernée
Subject: RE: Additonal info about contractors fromHQ

Confirmed, guards do sign the confidentiality & conflict of interest statement.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Lane, Christian
Sent: January 30, 2014 1:55 PM
To: Clarke, DougC; Bolton, Bernée
Subject: RE: Additonal info about contractors fromHQ

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Inland Enforcement Section
Telephone: 604.666.9016
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Bolton, Bernée

From: Lane, Christian
Sent: January 30, 2014 02:27 PM
To: Bolton, Bernée
Cc: Clarke, DougC
Subject: RE: Pls inform

I'm not sure if they do or not. Either Doug or I will contact Ashley and let him know about the contract release. We'll ask him about comms and send you whatever contact info he provides (if any).

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 30, 2014 2:25 PM
To: Lane, Christian
Subject: Pls inform

Genesis of the publicly revealed docs. Do they have a comms unit?

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

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Bolton, Bernée

From: Lane, Christian
Sent: January 30, 2014 04:04 PM
To: Bolton, Bernée
Subject: RE: Pls inform
Attachments: Ashley Meehan.vcf

Hi Bernee,

I've alerted Genesis to the contract release and they don't have a dedicated comms shop. I spoke with the VP and he's asked that any media issues be routed through him. His contact details are attached.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 30, 2014 2:27 PM
To: Lane, Christian
Cc: Clarke, DougC
Subject: RE: Pls inform

Appreciated.

From: Lane, Christian
Sent: January 30, 2014 2:27 PM
To: Bolton, Bernée
Cc: Clarke, DougC
Subject: RE: Pls inform

I'm not sure if they do or not. Either Doug or I will contact Ashley and let him know about the contract release. We'll ask him about comms and send you whatever contact info he provides (if any).

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Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
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Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050

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Bolton, Bernée

From: Morris, George
Sent: January 30, 2014 12:51 PM
To: Bolton, Bernée
Subject: RE: CBSA's Statement/Lucia's case

Sounds good, may I flip this information to the consulate?

From: Bolton, Bernée
Sent: January 30, 2014 12:48 PM
To: Morris, George
Subject: RE: CBSA's Statement/Lucia's case

George,
There is no press release just media lines:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

From: Morris, George
Sent: January 30, 2014 12:44 PM
To: Bolton, Bernée
Subject: FW: CBSA's Statement/Lucia's case

Bernée, is it possible to obtain a copy of the press release we distributed to media and provide it to the Mexican consulate?

Thanks.

From: Paul, Lucky
Sent: January 30, 2014 11:45 AM
To: 'marroyo@sre.gob.mx'

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Cc: Morris, George; Perzow, Adam
Subject: Re: CBSA's Statement/Lucia's case

Hi Monica

We will get back to you.

George over to you.

Lucky

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Arroyo Rincon, Monica Isela [mailto:marroyo@sre.gob.mx]
Sent: Thursday, January 30, 2014 11:32 AM
To: Paul, Lucky
Cc: Parsons, Adam
Subject: CBSA's Statement/Lucia's case

Hi Lucky

I know you must be busy, that is why I also included Adam in this e-mail
We would like to have a copy of the CBSA's statement about Lucia's case that was published in the Vancouver Sun today.
Can you please send as a copy?

Thanks

Warm Regards

monica

Please make a note of my new email address marroyo@sre.gob.mx.

SRE
CONSULADO GENERAL DE MÉXICO EN VANCOUVER

MÓNICA ARROYO
VICE CONSUL
411-1177 West Hastings Street
Vancouver, BC V6E 2K3
T 604 684 1859 Ext: 3045
F 604 684 2485
marroyo@sre.gob.mx

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Bolton, Bernée

From: Boldt, Perry
Sent: January 30, 2014 10:56 AM
To: Bolton, Bernée; Dyck, John
Cc: MacVicar, Roslyn; Scoville, Kim
Subject: Van Sun article

Should we be correcting this with Van Sun? This is the ONLY in-custody death CBSA has ever had in BC.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C

VANCOUVER — Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing few answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed Wednesday that the 42-year-old was rushed to the hospital Dec. 20 after she was found hanging in a shower stall at the airport's immigration holding centre.

Vega Jimenez was removed from life support a week later with her family present, Coroner Barb McLintock said in a written release.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

Paterson said his group finds the whole incident very troubling.

"Someone has died in custody — it appears in reports she committed suicide —and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

In a written news release, the group **No One is Illegal** said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation.

Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said.

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No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

CBSA refused a phone interview, but said in an emailed statement that the agency never asked Jimenez's family to sign a confidentiality agreement.

The statement said the agency's detention facilities are regularly monitored by independent organizations. Detainees are informed of their legal rights, and they are allowed access to legal counsel, telephones and visitation, it said.

"The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life," said spokeswoman Amitha Carnadin in the statement.

Chief coroner Lisa Lapointe said an investigation into Vega Jimenez's death began as soon as the office was notified by the hospital.

"I can confirm that all of those contacted for information about the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," she said.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest may be ordered into Jimenez's death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are **calling for an independent civilian inquiry**.

Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

A **vigil to honour Vega Jimenez** is expected to take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

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DIVULGUÉ SOUS LA LOI DE L'ACCÈS À L'INFORMATION

Perry Boldt
Regional Director General's Office | Bureau du directeur général régional
Canada Border Services Agency | Agence des services frontaliers du Canada
333 Dunsmuir | Vancouver BC
Perry.Boldt@cbsa-asfc.gc.ca
Telephone | Téléphone 604-666-3305
Mobile | Portable (
Government of Canada | Gouvernement du Canada

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Bolton, Bernée

From: Boldt, Perry
Sent: January 29, 2014 01:13 PM
To: Bolton, Bernée; Dyck, John; Clarke, Laura
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: Re: For Urgent Approval: Media Query Canadian Press on YVR Case

Should we have backpocket the timing of previous death in custody and confirm that it is already in the public realm and that we were transparent about it?

Perry Boldt
Regional Director General's Office
Pacific Region
Canada Border Services Agency
Government of Canada
Office: 604-666-3305
Mobile:
perry.boldt@cbsa-asfc.gc.ca

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Wednesday, January 29, 2014 12:31 PM
To: Dyck, John; Clarke, Laura; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie
Subject: FW: For Urgent Approval: Media Query Canadian Press on YVR Case

For approval pls. Similar questions. Q 1. Will be verified by HQ.

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: Carnadin, Amitha
Sent: January 29, 2014 12:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query Canadian Press on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval.

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Thanks,
Amitha

REACTIVE

Media: Canadian Press
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?

R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Bolton, Bernée

From: Boldt, Perry
Sent: January 28, 2014 04:11 PM
To: Bolton, Bernée
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

Give me two seconds.

From: Bolton, Bernée
Sent: January 28, 2014 4:08 PM
To: Clarke, DougC
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

Thank you , Perry if RDG or EX needs to see let me know otherwise we are running with this.
bb

From: Clarke, DougC
Sent: January 28, 2014 4:07 PM
To: Bolton, Bernée
Cc: Gray, Yvette-Monique; Dyck, John; Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: FW: URGENT Approval: 2 Media Queries on Private Security Firms

Hi Bernee, please see the highlighted areas below. The changes suggested provides more specifics around custody and the professional standards and training.

From: Lane, Christian
Sent: January 28, 2014 4:01 PM
To: Clarke, DougC
Subject: RE: URGENT Approval: 2 Media Queries on Private Security Firms

See my ammendment below.

Christian Lane
Manager, Detention Operations
Inland Enforcement Section
Telephone: 604.666.9016
Cellular:

From: Bolton, Bernée
Sent: January 28, 2014 3:54 PM
To: Clarke, DougC; Gray, Yvette-Monique; Dyck, John; Boldt, Perry
Cc: Carnadin, Amitha; Wudel, Stefanie; Lane, Christian
Subject: URGENT Approval: 2 Media Queries on Private Security Firms
Importance: High

We re-packaged previously approved lines. Note the reporter is quite angry re: our responses so far. Deadline is now.

REACTIVE

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2 media queries

Issue: YVR detainee case

First Query - Media: Vancouver Sun - @vancouversun.com, @vancouversun.com

Deadline: 6pmPST

Questions:
When did CBSA arrest Ms Jimenez
-the circumstances of that arrest
-When was she transferred into the custody of Genesis Security?
-What is CBSA's policy regarding transfers?
-What is CBSA's practices regarding checking on detainees?
-Is there an agreement or expectation that the contracted firm – in this case Genesis – also follows the same practice?
-How often does CBSA do checks on inmates in cells?
-What is CBSA's comment regarding the 45 minutes that Ms. Jimenez was left unattended?
-What is CBSA's comment regarding the circumstances of her death by strangulation with a shower curtain
-What is CBSA's plan regarding their future relationship with Genesis Security? Will it continue? How long has CBSA contracted with Genesis Security?
-How many other security firms does CBSA contract with and what are their names?

Second Query - Media: CBC, @cbc.ca

Questions: The cells where first responders were called to help the woman in medical distress at YVR...were they monitored or is the security there done by CBSA or YVR or a private firm?

Response:

The CBSA does not discuss the details of contracts it has with other agencies.

In general, what we can tell you is that the CBSA Pacific Region uses contracted private security guards for the transportation and custody of persons detained under the *Immigration and Refugee Protection Act* (IRPA). Strict protocols, directives and procedures are in place to ensure that guards abide by the CBSA's policies and procedures. All contracted security guards must abide by CBSA standards of conduct and must meet the same training and professional standards required of CBSA officers as they relate to the custody and transport of detained individuals.

The CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

If pressed:
For security purposes we will not divulge further details about our operations.

If pressed on individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Dyck, John
Sent: January 31, 2014 03:07 PM
To: Bolton, Bernée
Subject: FW: For urgent approval: CBSA statement BC IHC

fyi

From: MacKillop, Ken
Sent: January 31, 2014 2:39 PM
To: Dyck, John
Subject: Re: For urgent approval: CBSA statement BC IHC

Hi John, M O prefers this approach and President has agreed.

Thanks

Ken

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Dyck, John
Sent: Friday, January 31, 2014 05:36 PM
To: MacKillop, Ken
Subject: RE: For urgent approval: CBSA statement BC IHC

why

From: MacKillop, Ken
Sent: January 31, 2014 2:36 PM
To: Bailey, Esme; Bolton, Bernée
Cc: CBSA-ASFC-Media Relations; Stanford, Alex; Bianchi, Cristina; Jean-Christophe.DeLeRue@ps-sp.gc.ca; Giolti, Patrizia; Dyck, John; Stokes, Mark
Subject: FW: For urgent approval: CBSA statement BC IHC

Esme, Bernée,

We will **not** be issuing or posting the statement this evening, but instead will be using the text from the statement in our various responses to today's media calls. Please put the calls in for approvals with the recommended response as per normal process.

Jean-Christophe, we will be moving the calls and responses to you for approval soon.

Thank you

Ken MacKillop
Director General | Directeur général

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Bolton, Bernée

From: Sarazin, Danielle
Sent: January 31, 2014 03:01 PM
To: Bolton, Bernée; Bailey, Esme
Cc: PAC, CBSA-Communications; Giolti, Patrizia; MacKillop, Ken; Soper, Lesley L
Subject: Re: For urgent approval: CBSA statement BC IHC

Hi Bernee,

I have reached out to Red Cross and following that call and subsequent direction from our DGO we will not reference Red Cross or UNHCR in any communications materials.
Danielle
613-948-1833

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Bolton, Bernée
Sent: Friday, January 31, 2014 05:47 PM
To: Bailey, Esme; Sarazin, Danielle
Cc: PAC, CBSA-Communications; Giolti, Patrizia; MacKillop, Ken
Subject: RE: For urgent approval: CBSA statement BC IHC

Please consult with Danielle regarding mention of Red Cross. We do not have a local contact at this time. News to us. See media inquiry just sent it is based on this and we have a second one on the way.
bb

From: Bailey, Esme
Sent: January 31, 2014 2:43 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications; Giolti, Patrizia; MacKillop, Ken
Subject: Fw: For urgent approval: CBSA statement BC IHC

Per MO's/Ken's direction, please submit queries with responses based on prepared statement and we will move through approvals. Has Pacific confirmed with local Red Cross they are okay with being mentioned by CBSA in relation to the incident. National Red Cross contact has reached out to HQ and expressed concerns they were not consulted before mentioned:

I wonder if you have seen the articles published by the Vancouver Sun:

http://www.vancouversun.com/news/Outrage+sparked+suicide+Mexican+woman+after+CBSA+arrest/9444735/story.html
and then today;

http://www.vancouversun.com/life/Death+CBSA+custody+sparks+calls+accountability/9451549/story.html

As you can see CBSA is being quoted making a reference to our monitoring role:

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Bolton, Bernée

From: MacKillop, Ken
Sent: January 31, 2014 01:11 PM
To: Bolton, Bernée; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

ONCE APPROVED.....hoping for today....

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Bolton, Bernée
Sent: January 31, 2014 4:09 PM
To: MacKillop, Ken; Dyck, John
Subject: RE: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Ok, will it be posted today to our website or tomorrow?

From: MacKillop, Ken
Sent: January 31, 2014 1:08 PM
To: Bolton, Bernée; Dyck, John
Subject: FW: CAT 3 FOR APPROVAL: RDG Pacific message - BCIHC incident

Moving it to PO now with latest edits.

VPs don't want a video.

Ken MacKillop
Director General | Directeur général
Direction des communications/
Communications Directorate
Canada Border Services Agency/
Agence des services frontaliers du Canada
191 Laurier Avenue West Ottawa ON K1A 0L8
613–946-4875| facsimile / télécopieur 613-952-1797
ken.mackillop@cbsa-asfc.gc.ca
Government of Canada | Gouvernement du Canada

From: Weber, Caroline
Sent: January 31, 2014 3:52 PM

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Bolton, Bernée

From: Dyck, John
Sent: January 31, 2014 12:13 PM
To: Bolton, Bernée
Subject: FW: STATEMENT BCHIC VERSION 3

Good to go

From: MacVicar, Roslyn
Sent: January 31, 2014 12:12 PM
To: Dyck, John; Scoville, Kim
Cc: Boldt, Perry
Subject: RE: STATEMENT BCHIC VERSION 3

Approved for release. roz

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Dyck, John
Sent: January 31, 2014 12:11 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Boldt, Perry
Subject: FW: STATEMENT BCHIC VERSION 3

OK. Final. Good to go?

From: Bolton, Bernée
Sent: January 31, 2014 12:03 PM
To: Dyck, John
Subject: FW: STATEMENT BCHIC VERSION 3

3 changes made in blue:

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

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As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Mexican Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. The British Columbia Immigration Holding Centre is a small CBSA facility, located inside the Vancouver International Airport. The centre can accommodate up to 24 low-risk detainees for a maximum period of 72 hours. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA is reviewing procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

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Bolton, Bernée

From: Dyck, John
Sent: January 31, 2014 11:47 AM
To: MacVicar, Roslyn; Bolton, Bernée; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

... subject to confirmation re: the issue that Bernee and I are discussing and pending some additional info. From RDGO

From: MacVicar, Roslyn
Sent: January 31, 2014 11:43 AM
To: Bolton, Bernée; Dyck, John; Boldt, Perry; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: RE: STATEMENT BCHIC VERSION 3

I am approving

Roslyn H. MacVicar
Regional Director General / Directrice générale régionale
Pacific Region/Région du Pacifique
Room 607 – 333 Dunsmuir Street / 333, rue Dunsmuir, bureau 607
Vancouver, BC V6B 5R4 / Vancouver (C.-B.) V6B 5R4
Phone / Téléphone (604) 666-0760
Fax / Télécopieur (604) 666-2826
Email: Roslyn.MacVicar@cbsa-asfc.gc.ca

From: Bolton, Bernée
Sent: January 31, 2014 11:36 AM
To: Dyck, John; Boldt, Perry; MacVicar, Roslyn; Scoville, Kim
Cc: Wudel, Stefanie; Carnadin, Amitha
Subject: STATEMENT BCHIC VERSION 3

Corrected version from Communications

From: Boldt, Perry
Sent: January 31, 2014 10:05 AM
To: Dyck, John; MacVicar, Roslyn; Scoville, Kim
Cc: Bolton, Bernée
Subject: RE: Revised Statement - BCIHC

Suggested revisions in red...

Statement on incident at B.C. Immigration Holding Centre

CBSA Regional Director General Roslyn MacVicar today released the following statement regarding the death of a detainee at the B.C. Immigration Holding Centre:

First and foremost we wish to extend our deepest condolences to the family at this difficult time.

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As the BC Coroners Service investigation is ongoing, I am not in a position to provide specific details of the incident. I can tell you that the CBSA continues to cooperate and provide information to the BC Coroners Service. The agency fully complied with the RCMP's investigation which has since been closed.

There have been a number of publically reported inaccuracies and speculation circulating regarding the incident in the CBSA immigration holding centre.

Here are the facts.

When this incident occurred, our immediate concern was for the care of the individual. Due to the sensitive nature of the incident and the ongoing investigations it was inappropriate to disclose information about this situation to the media.

Allegations that the CBSA attempted to conceal information are false. The CBSA alerted first responders and the RCMP immediately and provided notification to other independent organizations including the Canadian Red Cross and the Consulate in Vancouver as per our standard procedures.

The CBSA has never requested a confidentiality agreement from the family, or anyone else in this case.

The CBSA will release further information about the incident and our actions at the conclusion of the BC Coroners investigation.

The CBSA has national detention procedures in place, which adhere to Canadian law and respect international standards. Our facilities are regularly monitored by organizations, namely the Red Cross and the United Nations High Commission for Refugees.

Allegations that detained individuals do not have access to legal counsel are completely unfounded. Those in custody at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, medical personnel, interpreters and telephones. The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to be represented by legal counsel, facilitated through an interpreter if required.

The CBSA conducts after incident investigations to review procedures and operations for immediate action . This is the first and only incident of death in CBSA custody in British Columbia.

In closing, I would like to assure the public that the health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life. We understand the requests for full and immediate disclosure however until such time as the BC Coroner's service completes their investigation, the CBSA will not be commenting further on the case.

From: MacKillop, Ken
Sent: January 31, 2014 9:34 AM
To: Dyck, John; MacVicar, Roslyn
Cc: Bolton, Bernée; Boldt, Perry; Carnadin, Amitha; Hamel, Guylaine; Jarrette, Amy; Bailey, Esme; CBSA-ASFC-Media

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 31, 2014 08:16 AM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: Global...

Fyi - Global aired a photo of Jimenez in the hospital...

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 30, 2014 02:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: Follow up from G&M on YVR Case

Hi Bernee,

We have a follow up query from of G&M about # of det reviews for YVR case. Recommend referring to IRB. Although they are private hearings in this case, I don't feel it is for CBSA to address this Q.

Thoughts?

Please see below...

Reactive:

Media: G&M

Questions: Can the CBSA confirm how many detention reviews Ms. Vega Jimenez had?

Proposed response:
Detention reviews fall under the purview of the Immigration and Refugee Board. Please direct your query to the IRB.

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: Woo, Andrea [mailto: @globeandmail.com]
Sent: Thursday, January 30, 2014 05:22 PM Eastern Standard Time
To: Carnadin, Amitha
Cc: 'PAC_Communications@cbsa-asfc.gc.ca' <PAC_Communications@cbsa-asfc.gc.ca>
Subject: RE: Further Information from the CBSA

Hi,

Can the CBSA confirm how many detention reviews Ms. Vega Jimenez had?

Thank you,
Andrea

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From: Carnadin, Amitha [mailto:Amitha.Carnadin@cbsa-asfc.gc.ca]
Sent: January-29-14 3:16 PM
Subject: Further Information from the CBSA

Hello,

Further to your recent enquiry, I thought you might want to see today's statement:

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA never asked the family to sign a confidentiality agreement.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Regards,
Amitha

Amitha Carnadin
Pacific Region Media Spokesperson
Canada Border Services Agency (CBSA)
Tel.: 604-818-9701 / Email: PAC_Communications@cbsa-asfc.gc.ca

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 29, 2014 03:48 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: RE: For Approval: Follow up Media Query - Global News - YVR Case

And another q from her just came in.....see below. Propose same response....

From: Carnadin, Amitha
Sent: January 29, 2014 3:47 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Approval: Follow up Media Query - Global News - YVR Case

Hi Bernee,

We have follow up questions from Rumina Daya of Global. Please see proposed response below for your approval.

Thanks,
Amitha

REACTIVE

Media: Global News,
Contact: @globalnews.ca
Issue: YVR case
Deadline: asap

Questions:
Do you know if any Canadian government document was offered or signed?
Also, is there surveillance tape of the attempted suicide?
Did the Canadian government help pay to repatriate the body?
Also, can we film the holdings cells area?

Proposed response:

For privacy and security purposes, we do not permit filming in this area.

With regards to your other questions, the CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Graham, Maja
Sent: January 29, 2014 03:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications; Jarrette, Amy
Subject: Fw: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Hello Bernee. Have you been in touch with this reporter? Maja

---

Sent from my BlackBerry handheld.
Envoyé à partir de mon BlackBerry.

From: CBSA-ASFC-Media Relations
Sent: Wednesday, January 29, 2014 06:13 PM
To: Giolti, Patrizia; Stokes, Mark; Bailey, Esme; Cyr-Delfino, Denise; Nadon, Luc - CBSA; Graham, Maja; Jarrette, Amy
Subject: FW: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

From: Swift, Andrew
Sent: January-29-14 06:11:58 PM (UTC-05:00) Eastern Time (US & Canada)
To: CBSA-ASFC-Media Relations
Cc: Jarrette, Amy
Subject: FW: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

CBSA colleagues,
See note from MO below. Have you been in touch with this reporter?
Andrew

Andrew Swift

Director, Public Affairs | Directeur, Affaires publiques
Communications Directorate | Direction générale des communications
Public Safety Canada | Sécurité publique Canada
Telephone | Téléphone : 613-991-3549
Fax | Télécopieur : 613-954-2000
Email | Courriel : Andrew.Swift@ps-sp.gc.ca

From: deleRue, Jean-Christophe
Sent: Wednesday, January 29, 2014 6:11 PM
To: Swift, Andrew
Subject: Fw: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Can the CBSA follow-up urgently?

None of the allegations have been confirmed by CBSA. The agency declined a phone interview and did not provide a written statement.

Jean-Christophe de Le Rue

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From: PSPMediaCentre/CentredesmediasPSP
Sent: Wednesday, January 29, 2014 06:03 PM
To: Today's News / Actualités
Subject: CP: Death of Mexican woman in CBSA custody sparks call for accountability (Minister mentioned)

Death of Mexican woman in CBSA custody sparks call for accountability
Vivian Luk
Canadian Press
January 29 2014, 17h31 EST

Many questions remain surrounding the death of a Mexican woman who had been held by Canada Border Services Agency at Vancouver's airport, and the agency is revealing no answers.

Lucia Vega Jimenez was taken into custody at Vancouver International Airport last month. BC Coroners Service confirmed the 42-year-old collapsed shortly after being transferred to a cell on Dec. 19. She died in a Vancouver hospital nine days later.

News of Vega Jimenez's death surfaced in media reports this week, prompting civil liberties activists to question why CBSA did not disclose information about the death sooner.

"It took a month for the story to break through the media, and we think it's completely unacceptable that someone should die in the custody of a law enforcement agency and no disclosure's made to the public," said Josh Paterson, executive director of the BC Civil Liberties Association on Wednesday.

Jean-Pierre Fortin, national president of Customs and Immigration Union, said he only learned of the woman's death from media reports this week. He said while Vega Jimenez was in the custody of CBSA, she was detained by a sub-contracted security company.

"It's not common practice, but I know it's taking place in certain places in Canada. B.C.'s one of them," he said.

The group No One Is Illegal said three people, including a reverend who administered last rites at the hospital where Vega Jimenez died, have confirmed that she tried to hang herself with a shower curtain in the holding cells.

"We find this whole incident to be very troubling," said Paterson. "Someone has died in custody - it appears in reports she committed suicide - and we have questions as to how that came to be. Could her death have been prevented? What were the circumstances of it?"

The BC Coroners Service is not disclosing the cause of death because of the ongoing investigation, but Coroner Barb McLintock said Vega Jimenez was in custody at "a different facility" before being taken to the holding area at Vancouver International Airport.

In a written news release, No One is Illegal said the woman was transferred to jail and then sent to the CBSA holding cells to await deportation.

Vega Jimenez was a migrant who worked at a Vancouver hotel when she was arrested last month over an unpaid transit ticket, the group said.

No One Is Illegal also claims that when Vega Jimenez's sister came to Vancouver last month to take her sister's remains back to Mexico, she signed a non-disclosure agreement with Canada Border Services Agency.

None of the allegations have been confirmed by CBSA. The agency declined a phone interview and did not provide a written statement.

McLintock said there have been "very, very few" CBSA in-custody deaths in B.C. An inquest will be ordered into the death, which RCMP has concluded was not criminal in nature.

Both BC Civil Liberties Association and No One Is Illegal are calling for an independent civilian inquiry.

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Several hundred names were added to an online petition initiated by No One is Illegal on Wednesday calling for the inquiry. It is addressed to nine people, including CBSA officials, Public Safety Minister Steven Blaney and Prime Minister Stephen Harper.

"Lucia did die under the custody of CBSA and basically the only investigation, as far as I understand, has been the Richmond RCMP and we find this extremely inappropriate because it is only a police-on-police investigation," said Shireen Soofi, a member of No One Is Illegal.

Police and RCMP conduct issues are investigated by independent agencies, but no such oversight exists for CBSA, said Paterson.

"You're left in a position where you have to basically send a complaint email through their website or write them a letter and hope for the best," he said. "That is not by any stretch an appropriate level of oversight for a police service."

The petition also calls for a comprehensive review of migrant detention policies that Soofi said has forced at least two other migrants or refugees to take their own lives across Canada in the past few years.

"Canada is refusing more and more people who are fleeing their lives ... and causing extreme distress that is putting migrants into these terrible circumstances, where they are desperate enough to do terrible things and unfortunately take their own lives," said Soofi.

No One Is Illegal said a vigil to honour Vega Jimenez will take place on Friday afternoon in front of the CBSA offices in downtown Vancouver.

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Bolton, Bernée

From: McLintock, Barbara J JAG:EX <Barbara.McLintock@gov.bc.ca>
Sent: January 29, 2014 02:09 PM
To: Bolton, Bernée
Subject: What we are thinking of putting out ...
Attachments: jimenez death.docx

Hi,
Here is the draft of what we are thinking of putting out. Does this cause you any concern?

Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 (o)
250 213-5020 (c)

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BRITISH COLUMBIA Coroners Service

NEWS RELEASE

For Immediate Release
[release number]
Jan. 29, 2014

Ministry of Justice

Statement on Death of Lucia Vega Jiminez

VICTORIA – The BC Coroners Service confirms it is investigating the death of 42-year-old Lucia Vega Jimenez, a Mexican national who died December 28th, 2013 at Mount St Joseph's Hospital in Vancouver. Ms. Vega Jimenez had been taken to hospital the morning of December 20th , 2013 after she was discovered hanging in a shower stall at the Immigration Holding Centre at Vancouver International Airport. She did not regain consciousness and was removed from life support with family present on December 28th, 2013.

Chief Coroner Lisa Lapointe confirms that the death of Ms. Vega Jimenez was appropriately reported to the BC Coroners Service by hospital personnel and an investigation into the circumstances of her death was immediately commenced.

"Coroners Service investigations are independent, impartial and comprehensive. As with all investigations undertaken by the Coroners Service, detailed findings are not reported until the circumstances of the death have been thoroughly and carefully reviewed and the facts determined," Ms. Lapointe stated.

"While we cannot prevent speculation about the events surrounding the death of Ms. Vega Jimenez, the Coroners Service will continue to carefully gather the facts using the broad authorities available to us. I can confirm that all of those contacted for information about the circumstances of the death, including federal and provincial agencies, are fully cooperating with Coroners Service investigators."

The decision as to whether to conclude the investigation by public Coroner's Report or Coroner's inquest will be made once investigators have reviewed the facts, circumstances and issues surrounding the death.

Contact: Barb McLintock
Coroner, Strategic Programs
BC Coroners Service
250 356-9253 or 250 213-5020

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Bolton, Bernée

From: Scoville, Kim
Sent: January 29, 2014 01:38 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q3. CCTV equipment (video not audio) is utilized in this detention facility. The CBSA is not in a position to release further information on this matter while the B.C. Coroners Service investigation is ongoing.

From: Bolton, Bernée
Sent: January 29, 2014 1:34 PM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1: ok
IE Ops: Doug Clarke.

From: Scoville, Kim
Sent: January 29, 2014 1:32 PM
To: Bolton, Bernée; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RE: For Urgent Approval: Global News Media Query on YVR Case

Q1. For the privacy and security of those persons who may be in detention....we do not permit filming in this area.

Who is IE Ops?

From: Bolton, Bernée
Sent: January 29, 2014 1:29 PM
To: MacVicar, Roslyn; Scoville, Kim
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: FW: For Urgent Approval: Global News Media Query on YVR Case

John, and IE Ops as approved. For your review please.

Thank you
bb

From: Carnadin, Amitha
Sent: January 29, 2014 12:33 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Global News Media Query on YVR Case

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Hi Bernee,

Please see proposed responses to Global News for your review and approval.

Thanks,
Amitha

REACTIVE

Media: Global News,
Contact: @globalnews.ca
Deadline: asap

Issue: YVR case

Questions and Answers:

Q1. Can we film the holding cells area?

R1. To maintain the security of our operations, filming in this area is never permitted.

Q2. Also, does the CBSA ever ask people to sign confidentiality agreements? Reports are saying Jimenez' sister was allegedly asked to sign one.

R2. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q3. One more question. Do you have video recordings of holding cell where Jimenez' medical emergency occurred?

R3. As with any detention facility, there are security provisions in place to ensure the safety and security of personnel and detainees. The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 29, 2014 12:34 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: CBC Media Query on YVR Case

Hi Bernee,

For approval, please see proposed response to query from CBC News Vancouver.

Thanks,
Amitha

REACTIVE

Media: CBC News, Vancouver –
Contact: @cbc.ca
Deadline: asap

Issue: YVR case

Questions and Answers:

Q1. Why was Jimenez in CBSA custody? Why was she hospitalized on December 20. 2012? Did she have any underlying medical conditions? Will anyone from CBSA speak to us on-camera or over the phone for radio? Does CBSA contract an external security company at it's detention centres? If so, whom?

R1. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 29, 2014 12:25 PM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query Canadian Press on YVR Case

Hi Bernee,

Please see proposed responses to Canadian Press for your review and approval.

Thanks,
Amitha

REACTIVE

Media: Canadian Press,
Contact: @thecanadianpress.com
Deadline: 1pmPST

Issue: YVR case

Questions and Answers:

Q1.How many people have died in CBSA holding cells (nationwide)?

R1. The CBSA can confirm one previous death in custody.

If pressed: For further information, please contact the Ontario Office of the Chief Coroner.

Q2.This woman died more than a month ago, why is the information just coming out now? Was CBSA ever going to make this public?
Q3.How did the incident happen? How was she able to attempt suicide and no one saw it or suspected it might happen? There's a shower curtain in the area that could have been used for suicide. What measures are in place to prevent suicide? Can you confirm that she made a refugee claim? Was she deported?

R2-3. This is what the Canada Border Services Agency (CBSA) can tell you:

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

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The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q5: There are reports of a non-disclosure agreement between the CBSA and the individual. Can the CBSA confirm?

R5. The family did not sign, and was never asked to sign, any type of confidentiality agreement. It is not a practice of the CBSA to have individuals sign confidentiality agreements.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

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Bolton, Bernée

From: Dyck, John
Sent: January 29, 2014 11:48 AM
To: Bolton, Bernée
Subject: RE: RDGO : For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Bernee; RDGO will be proposing alternate wording for the response to the first question.... Stand by.

From: Bolton, Bernée
Sent: January 29, 2014 11:38 AM
To: Scoville, Kim; MacVicar, Roslyn
Cc: Dyck, John; Boldt, Perry; Clarke, Laura
Subject: RDGO : For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Roz, Kim For your formal approval please.
My thanks

Bernée Bolton
Assistant Director, Communications
Pacific Region, Canada Border Services Agency
T 604 666 6050
C

From: Carnadin, Amitha
Sent: January 29, 2014 11:36 AM
To: Bolton, Bernée
Cc: PAC, CBSA-Communications
Subject: For Urgent Approval: Media Query CKNW on YVR Case -- confidentiality agreement

Hi Bernee,

As requested, here's the final version of the CKNW response. Signed off by Laura Clarke and Susan Kramer.

Thanks,
Amitha

REACTIVE MEDIA QUERY

Media: CKNW Radio
Contact: @cknw.com
Deadline: asap

Issue: YVR case

From Reporter: The BCCLA is stating that CBSA made the sister sign a confidentiality agreement, preventing her from speaking to anyone about the details of the case/incident.

1) What can you tell us about the confidentiality agreement? Did CBSA make the sister sign an agreement?

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2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

Q1. What can you tell us about the confidentiality agreement?

R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

If asked about release of remains:
In general, family members must sign a release form to claim their loved ones.

Is pressed on the individual's case:
The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

Q2. What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

The CBSA does not discuss the details of contracts it has with other agencies.

What we can tell you is that the CBSA retains full responsibility for the transportation and care of persons who are detained, and takes this responsibility very seriously.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

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Bolton, Bernée

From: Carnadin, Amitha
Sent: January 29, 2014 11:36 AM
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Cc: PAC, CBSA-Communications
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Amitha

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Contact: @cknw.com
Deadline: asap

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2) What is the relationship between CBSA and Genesis? What safeguards are in place to prevent suicides in custody?

Questions and Answers:

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R1. The information that you have is not consistent with ours. It is not a practice of the CBSA to have individuals sign confidentiality agreements for any reason in relation to CBSA processes.

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Bolton, Bernée

From: Jarrette, Amy
Sent: January 29, 2014 11:34 AM
To: Bolton, Bernée
Subject: FW: Media Lines - BCIHC

FYI

From: Bailey, Esme
Sent: January 29, 2014 2:32 PM
To: Jarrette, Amy
Cc: Giolti, Patrizia; Graham, Maja
Subject: Media Lines - BCIHC

Hi Amy,

Our additional lines have been reviewed and approved by Susan Kramer (Director, Case Management) and Stephen Bolton (Director, Enforcement and Intelligence Division – responsible for detentions program).

Thanks,
Esme

Media lines

On December 20, 2013, first responders were called to the B.C. Immigration Holding Centre at the Vancouver International Airport and a short term detainee was sent to hospital.

The next of kin were notified of the individual's medical condition. Sadly the individual passed away on December 28, 2013.

The health and safety of those in our care is of paramount concern. We take this responsibility very seriously and it is important to determine the circumstances surrounding any loss of life.

The Richmond RCMP were initially called in to investigate this matter and it has since been found to be not criminal in nature. The CBSA continues to cooperate with the B.C. Coroners Service, as their investigation is ongoing.

The CBSA is not in a position to release further information while the B.C. Coroners Service investigation is ongoing.

About rights of those in detention

The Canada Border Services Agency (CBSA) has national detention standards, which are consistent with international standards, for its immigration holding centres. The CBSA's detention facilities, whether in its own immigration holding centres or in corrections facilities, are regularly monitored by independent organizations, namely the Red Cross and the UNHCR (United Nations High Commission for Refugees).

The CBSA is responsible for ensuring that those persons detained are informed of their legal rights under the Canadian Charter of Rights and Freedoms, including informing the detained person of the reasons for his or her detention and their right to retain and instruct legal counsel, facilitated through an interpreter if required. Detainees at CBSA's immigration holding centres or in corrections facilities are provided with access to legal counsel, telephones and visitation.

Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques

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Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075

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Bolton, Bernée

From: Scoville, Kim
Sent: January 29, 2014 11:33 AM
To: Dyck, John; Bolton, Bernée; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

Laura confirms....no request for 'confidentiality agreement' was made by the CBSA.

Kim.

From: Dyck, John
Sent: January 29, 2014 11:15 AM
To: Bolton, Bernée; Scoville, Kim; MacVicar, Roslyn; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: RE: Media Lines - BCIHC

I concur – it is important to correct the falsehoods that are being reported.

From: Bolton, Bernée
Sent: January 29, 2014 11:13 AM
To: Scoville, Kim; MacVicar, Roslyn; Dyck, John; Clarke, Laura
Cc: Boldt, Perry; Carnadin, Amitha; Wudel, Stefanie
Subject: FW: Media Lines - BCIHC

FYI, Comms is now looking at addressing the false information being reported and are seeking to update the media lines.

Locally we have a call about the so called "confidentiality agreement' . We are working with Laura's folks now and ops to finalize our response. I will send to RDGO for final approval before sending to HQ.

HQ has a concern that if we respond to specific questions, then more questions will follow. I can tell you we are overrun with media calls and follow up questions. I want to focus on corrective lines , when and where we can refute what reporters are stating as fact.

Thanks for your support,
bb

From: Jarrette, Amy
Sent: January 29, 2014 11:04 AM
To: Bolton, Bernée
Cc: Bailey, Esme; Graham, Maja
Subject: Media Lines - BCIHC

As discussed Bernee – new lines are highlighted. Waiting for HQ Program approval.

Media lines

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Amy Jarrette
Director, Public Affairs / Directrice, Affaires publiques
Communications Directorate / Direction des communications
Canada Border Services Agency / Agence des services frontaliers du Canada
613. 954. 7075